"Upon the education of the people of this country, the fate of this country depends."
Benjamin Disraeli, House of Commons, London, England, 1874.

N-COMPASS
NIAGARA COLLEGE AND OUR COMMUNITY

Start College in February or May

Six new programs will start in February thanks to $415,395 in Economic Renewal Funding from the Ministry of Education and Training.

Each program was developed with representatives from the appropriate sectors to prepare graduates for careers in fields where employment opportunities are expected to grow.

Call Centre Operator/Management provides training for the rapidly expanding business service call centres and telemarketing operations. Learners may complete the Operator certificate program by August or choose to pursue a two-year diploma in the Management program.

The other five programs are post-diploma open to applicants with a college diploma, university degree or relevant career experience. They include: Business Enterprise Development, Cultural Resources Management, Interactive Multimedia, Library Computer Network Specialist and Network Administrator.

For more information, see the back page of this publication.

Others starting this May include three post-diploma programs: Environmental Management, International Trade and Public Relations.

Legal Assistant/Law Clerk, a two-year, post-secondary co-op program, will be offered as well as courses to prepare learners for full-time studies in September.

NEW DIRECTIONS

This first edition of our new N-Compass newsletter starts us on a new pathway of communication with our community. It contains our Annual Report to the Minister of Education and Training as well as four pages covering recent events and upcoming opportunities.

We plan to produce three N-Compass issues per year: winter, spring and fall. There is so much happening on so many fronts that it would be difficult to include everything in our newsletter, but we'll feature the highlights and encourage you to contact us for more information.

We have more than 5,000 full-time, post-secondary students who now have the opportunity to begin their program in January, May or September; another 2,500 learners in training programs and apprenticeships; and about 30,000 registrants in our credit, vocational or general interest courses through our Continuing Education department.

Every one of our learners has a story to tell; you have hopes and dreams for your future and we're committed to helping you achieve them. You have made your desire for lifelong learning opportunities clear to us and we accept the challenge to do our utmost to provide you with the right programming at the right time and in the right place.

We invite you to become involved with Niagara College so that we can travel the road to success together.

Rick Bassett
chair, Board of Governors

John T. Saso
president, Niagara College

General Motors helps college apprentices learn cutting edge technology

There's a shiny black 1993 Camaro at Niagara College that will never see the road, but it will help automotive apprentices learn the latest in computer diagnostic technology, thanks to General Motors of Canada.

GM of Canada provided the high-tech coupe to Technical and Customized Training, Ventures Division, at the Niagara College St. Catharines Campus.

"The donation recognizes the work Niagara College does, and our partnership with them," said Reg Begin, associate administrator, Regional Training at GM of Canada Ltd. "And it also allows the entire community to benefit from the car, which is important to us."

Senior apprenticeship students in the Motive Power Trades program will learn to diagnose and troubleshoot the advanced computer systems on the Camaro. "This is a great opportunity for our students," said Brian Moukperian, director of Technical and Customized Training at Niagara College. "A car like that has unique diagnostic trouble codes and special servicing techniques are required. The complexity of its systems will help our apprentices learn the latest in automotive computerized instrumentation in a relaxed educational system. Thanks to GM of Canada, we can offer our students a learning opportunity available to very few mechanics in the field."

Left to right: Reg Begin, associate administrator, Regional Training, General Motors of Canada Ltd.; Dave Drew, components plant manager, General Motors of Canada Ltd.; Dan Patterson, vice-president, Ventures, Niagara College; Cynthia Trudell, engine-foundry plant manager, General Motors of Canada Ltd.; John Saso, president, Niagara College. Photo: Thies Bogner.

The Camaro was presented to Niagara College President John Saso and Vice-president, Ventures, Dan Patterson in November during graduation ceremonies for the Business Leadership Certificate program. That program is also the result of a partnership among Niagara College and General Motors, as well as three other Ontario colleges, the University of Waterloo, and the Canadian Manufacturers' Association.

The Motive Power Trades program is located at the St. Catharines Campus, but a new Technical Skills Training Centre will be built at the Welland Campus as part of the college's Master Plan. The new centre will house autobody, motor vehicle mechanic and welding facilities.

For more information about the Business Leadership Certificate program, call (905) 684-4315, ext. 2435.

For information about Technical and Customized Training, Ventures Division, call (905) 684-4315, ext. 2424.

Niagara College Board of Governors 1994-95

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DOMENIC CARUSO
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KATHRYN (KIT) THOMPSON
TWO GOVERNORS TO BE APPOINTED
JOHN T. SASO (EX OFFICIO)

Niagara College is governed by a Board of Governors, a group of community-minded citizens interested in education and in maintaining Niagara College as a strong educational force in the Niagara Region.

NIAGARA COLLEGE, FOUNDED IN 1967, IS ONE OF 25 COLLEGES OF APPLIED ARTS AND TECHNOLOGY IN THE PROVINCE OF ONTARIO UNDER THE JURISDICTION OF THE MINISTRY OF EDUCATION AND TRAINING.

MANY LEARNERS ENROLLED AT NIAGARA COLLEGE ARE FROM OUTSIDE THE NIAGARA REGION, AND REQUIRE ACCOMMODATIONS AND PAY LIVING EXPENSES FROM ONE TO FOUR YEARS WHILE THEY COMPLETE THEIR PROGRAMS. THE ESTIMATED ECONOMIC IMPACT OF THE COLLEGE'S FULL-TIME STUDENTS IS $75-MILLION.

INTERNATIONAL LEARNERS ANNUALLY INJECT UPWARDS OF $1-MILLION INTO THE LOCAL ECONOMY THROUGH TUITION FEES, ACCOMMODATION, ENTERTAINMENT AND OTHER LIVING EXPENSES.

Don't Keep it to Yourself!

Pass a copy of "N-Compass" on to someone else and make them a part of our community. You can also help by recycling this paper!

NIAGARA COLLEGE WELCOMES YOUR INVOLVEMENT IN OUR EXPANDING COMMUNITY. PLEASE NOTE THE CONTACT NUMBERS WHICH ARE PROVIDED THROUGHOUT THIS PUBLICATION, OR YOU MAY CONTACT OUR MARKETING & COMMUNICATIONS DEPARTMENT.
(SEE DETAILS AT RIGHT)

Issue One Number One, Winter 1995
Published three times annually by the
Marketing & Communications department
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LARRY TAYLOR, DIRECTOR *MEDIA & DESIGN STUDIES*

NIAGARA COLLEGE is administered by a team of officers who, along with the faculty and support staff, are responsible for its efficient operation.

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Continued on N-Compass 3, inside back cover.

Niagara professor invited to teach in Thailand

Albert Cipryk, a chef professor at the Niagara College Hospitality and Tourism Centre (HTC) recently returned from a teaching exchange program in Thailand.

The trip came about after representatives from the Hospitality and Tourism Training Institute (HTTI) of the Tourism Authority of Thailand (TAT) visited the Niagara College facility in Niagara Falls.

Mrs. Phanit Sangkavichitr, director of the HTTI and Dr. Chira Hongladarom of Thammasat University in Bangkok were hosted by David Davies, director of Hospitality and Tourism Studies.

The delegation was impressed with the college facility and the decision was made to invite a Niagara College professor to Thailand to teach a portion of their new International Tourism training course. Mr. Davies and Ms. Sangkavichitr were in constant contact to work out the myriad of details, one of which was solved when Thai Airways International, recognizing the importance of tourism training and appropriate funding assistance, supplied return air transportation from Los Angeles to Bangkok.

"I didn't have to go through much of a decision-making process to say yes when I was asked if I would go to Thailand to instruct on western food and wine," said Mr. Cipryk.

***Chef Albert Cipryk C.C.C.** is a certified Chef de Cuisine and professor of Culinary Arts at the Niagara College Tourism and Hospitality Centre. He holds a certificate from the International Training Course in Chinese Cuisine from Jiangsu College, which he attended in the People's Republic of China. Chef Cipryk has worked in Western Europe, the West Indies and across Canada. He is an executive in the Niagara branch of the Canadian Federation of Chefs de Cuisine.*

The course was composed of representatives from Burma, Cambodia, Laos, Vietnam and China. Mr. Cipryk got the impression that Thailand feels it is fortunate to be enjoying political and economic stability, and therefore must try to help other countries of southeast Asia progress towards economic recovery and that tourism is an excellent source to attract western currency.

Mr. Cipryk taught subjects ranging from menu planning to attitudes of the North American traveler toward nutrition and eating safely while abroad. In the kitchen classes, he had students preparing meals from simple soup and sandwiches to full dinners featuring Spaghetti Bolognese emphasizing that, while travelers may enjoy sampling Asian food, they still expect to see familiar foods on the menu.

"North American travelers are spenders and adventurers, but if they can't get bacon, eggs, toast and coffee in the morning for breakfast you can forget about ever getting them back again," he said.

When Mr. Cipryk ended his portion of the course, his students moved on to co-op placements in various hotels and other facilities to gain hands-on experience in the hospitality industry. Prior to leaving Thailand, Dr. Chira hosted a luncheon for the international group and members of the HTTI at his country property near Pataya catered by a leading restauranteur from Bangkok.

Dr. Chira hopes that in 1995 two more international training courses would be held at HTTI with an exchange component between Niagara and TAT and also that an instructor from HTTI could possibly come to Niagara College.

"As I sit home now in Canada, I reflect on the tremendous experience I had in participating in this training program," said Mr. Cipryk. "It is this type of exchange that will strengthen relations between our two countries."

Mr. Cipryk may be contacted at (905) 374-7454, ext. 3639.

Chef professor Albert Cipryk (centre) with students from Cambodia, Laos, Burma, Vietnam and China in the school kitchen.

Jobs Ontario reduces welfare payments by $1-million

More than 250 Niagara residents received pay cheques instead of welfare cheques in 1994, thanks to Jobs Ontario Training. As a result, $1,059,854 has been saved from general welfare payments.

Forty-six percent of the 631 people who were employed in 1994 through Jobs Ontario Training met eligibility requirements because they were receiving social assistance, according to figures released by the Regional Niagara Social Services and Senior Citizens department. The types of jobs created in the past year by Jobs Ontario Training included general laborers, skilled trades, office administration and management positions, among others.

An additional 38 welfare recipients received pre-employment training, from a total of 76. Courses offered were computers, advanced computers, business management modules and technology computer modules.

. . . . . .

Chuck Thompson, manager of employment programs for the Regional Niagara Social Services and Senior Citizens Department is enthusiastic about the contribution Jobs Ontario Training has made to the economy. "It's always preferable to have people in the workforce instead of collecting social assistance. As well as saving regional and provincial tax dollars, the program is providing much-needed opportunities for people to begin productive new careers," he said.

. . . . . .

"We are very happy with the results for 1994," said Bea Clark, director of Skills Development at Niagara College, the broker for Jobs Ontario Training in the Niagara Region. "By providing people with the opportunity to learn new skills, we are helping them re-enter the workforce and once again become wage earners. As well as the obvious monetary benefits, we're helping them increase their self-esteem and look forward to the future."

These results reflect the excellent co-operative relationship between the college and the Regional Niagara Social Services and Senior Citizens Department. Lisa Glennie, an employment counsellor with that department, has been co-located to the Jobs Ontario Training office.

Jobs Ontario Training has created 917 jobs in the Niagara area. The program provides funding to employers who create jobs and train new and existing employees. To qualify for training credits, employers must have been in business for more than six months and be a member of the private sector. Potential employees must have either exhausted their unemployment insurance benefits or be receiving social assistance.

If you would like more information about

jobsOntario • Training

call (905) 641-2252 ext. 4021 *or* fax (905) 641-2611.

Horticultural Centre's open house in March

It's the event that thousands look forward to every year to help chase away the winter blues. Instead you can look forward to a palette of hues with sunny yellows, warm crimsons and delicate pinks to transport you into spring.

The annual Horticultural Centre Open House and Plant Sale will be held on Saturday, March 25 and Sunday, March 26 from 9:30 a.m. to 4:30 p.m.

This event, organized by centre students and staff, features special exhibits, demonstrations and a plant sale so popular that you should definitely get there early. Refreshments are available and there is no charge for admission or parking.

The Niagara College Horticultural Centre is located in the Ivan D. Buchanan Hall, 360 Niagara St., St. Catharines and occupies a seven-acre portion of Lester B. Pearson Park.

It includes, in addition to the usual classroom and laboratory facilities, a reference library, a tree and shrub nursery, a developing arboretum, approximately 1000 sq. m. of glass and polyhouse, storage barns and an outstanding collection of tropical, sub-tropical and temperate plants.

The Horticultural Technician program is a two-year, co-operative education program which prepares graduates for careers in park and golf course maintenance; design, construction and operation of greenhouses; nurseries; landscape design, construction and maintenance; floral design and retailing; pest control; and horticultural research and journalism.

The centre, which also offers Arborist apprenticeship training, is part of the college's School of Environment, Horticulture and Agribusiness.

For more information, contact the Niagara College Horticultural Centre at (905) 684-4315.

Dinner is served

The Niagara Region's best kept secret, the Kerrio Room, is open for business.

The dining room, located at the college's Hospitality and Tourism Centre in Niagara Falls, provides daily luncheon specials from Monday to Friday and dinner service from Monday to Thursday.

Lunch is from 11:30 a. m. to 1:15 p. m. and costs $4 to $6. The food is prepared by the Culinary Skills and Cook Training students. Dinner is from 5:30 to 7 p. m. and costs $8.95 on Mondays and $12 from Tuesday to Thursday. It is prepared and served by students in the Hotel and Restaurant Administration program and by Cook Apprentice students. All meals are prepared under the direction of our chef professors.

The centre is located at 5881 Dunn St., Niagara Falls. For reservations, please call (905) 374-7454, ext. 3602 between 8 a. m. and 4 p. m. *There is a dress code in effect.*

COMPASS
NIAGARA COLLEGE AND OUR COMMUNITY
Issue Number One, Winter 1995
Published by the Niagara College
Marketing & Communications department

Annual Report to the Minister '94

NIAGARA COLLEGE CANADA

Our Master Plan

Without a doubt, the most exciting day of the year was April 8, 1994; the day that Premier Bob Rae came to the Niagara region to announce that Niagara College would be receiving $32-million in Provincial Funding to launch its Master Plan.

The Premier announced that jobsOntario would make the investment over three years as part of the government's long-term strategic plan to get Ontario back to work.

More than 200 politicians, business and community leaders, and College supporters gathered at White Oaks Inn in Niagara-on-the-Lake, directly across from the site of the New Campus.

The College earmarked $22-million of the allotted funds to assist with the construction of the New Campus which will consist of approximately 225,000 square feet on a 50-acre site in a park set aside by the Town of Niagara-on-the-Lake for future business and commercial development. Both the College and the Town of Niagara-on-the-Lake expect many extra benefits to flow when other businesses build on the adjacent serviced land.

The **New Campus** will include up-to-date classroom space, a learning resource centre, recreational facilities and a child care centre. It will house health science, business, environmental, horticultural and agri-business training and will serve as a centre for the Ventures Division which specializes in employer-based training activities.

The **Welland Campus** will receive $10-million for substantial renovations and expansion purposes.

More than $1-million funding was approved by the Ministry of Community and Social Services to build a new **Child Care Centre** at the Welland Campus. The centre, which will accommodate 85 children, will be located adjacent to the west side of Hennepin Hall. Bromac Construction Company was the successful bidder to act as the construction manager for the Child Care Centre project.

A new $4.5-million **Student Residence**, funded completely by a private developer, will also be built on the northern portion of the Welland Campus near First Avenue. A total of 200 students will share the 100 rooms in the three two-storey clusters in what will form the genesis of an expandable student village. This new accommodation will enhance student opportunities for success since it will provide private space for students as well as locating learners close to amenities such as the Learning Resource Centre, laboratory and computer facilities.

Moffat Kinoshita Associates Incorporated, a Hamilton-based architectural firm, was chosen to design the College's renovation and construction projects. The firm has received more than 30 national and international awards for innovation and excellence in design. Educational projects form the major portion of its commissions.

Phase I of Niagara College's Master Plan is expected to be complete by December, 1997, and will create more than 320 person-years of work. It is estimated that the expansion will create at least 60 positions as student and client populations increase over the years.

Work on the Master Plan had been underway for several years prior to this major funding announcement by the Premier. By the end of October in 1993, all engineering, legal and environmental assessment work related to the purchase of the 50 acres of land for the New Campus was completed and Ministry approval was received. In November, 1993, approval to proceed with the purchase of the land was received.

Premier Bob Rae and Niagara College President John Saso at the April media conference held at White Oaks Inn, Niagara-on-the-Lake, near the site of the College's new campus (construction begins Spring '95). Photo: Thies Bogner.

The Minister and several area MPPs visited the St. Catharines Campus and the Hospitality and Tourism Centre in January where the Master Plan was presented in detail to them. The Minister agreed that Niagara College was indeed worthy of capital considerations to complete its Master Plan.

The College held its initial meetings at the end of January for 12 user groups comprised of close to 100 students and employees representing all program and service areas. The user groups were charged with the task of providing information to the architects and planners to ensure all College needs are considered. Following the April announcement, the schedule was accelerated for the user groups who continued to work throughout the summer to meet planning deadlines.

James N. Vermeulen Cost Consultants were selected to ensure that the Master Plan project is completed within the pre-established budget using acceptable materials and quality standards, and to contain the costs while optimizing value for the dollars expended on construction.

FACULTY & STAFF (Dec. '94)

Full-time:	
Academic	249
Administration	66
Support	195
Part-time &Sessional	1682
Total:	2188

LEARNING SITES

Welland Campus - Welland
(905) 735-2211
The Hospitality & Tourism Centre - Niagara Falls
(905) 374-7454
St. Catharines Campus
(905) 684-4315
Horticultural Centre
St. Catharines
(905) 684-4315
Mack Nursing Education Centre
St. Catharines
(905) 688-5310
Ventures Centre - St. Catharines
(905) 641-2252

About Our Logo

THE WORD NIAGARA MEANS GREAT WATER OF THUNDER AND IS WORLD RENOWNED. OUR LOGO SYMBOLIZES AN ENDLESS RESOURCE OF POURING WATER AS IT CARVES A PATH IN THE ROCK, JUST AS THE COLLEGE IS A CENTRE OF RESOURCES CARVING A PATH INTO THE LIVES OF PEOPLE SEEKING DIRECTION.

Our Mission

NIAGARA COLLEGE IS RECOGNIZED AS A DYNAMIC CENTRE OF EDUCATIONAL EXCELLENCE.

OUR PROGRAMS AND SERVICES ASSIST STUDENTS, CLIENTS AND STAFF TO ACHIEVE THEIR FULL POTENTIAL AND TO CONTRIBUTE POSITIVELY TO SOCIETAL NEEDS AND CHANGES WITH PRIDE, CONFIDENCE AND COMMITMENT.

AS A VITAL PARTNER IN THE ECONOMIC, CULTURAL AND SOCIAL DEVELOPMENT OF THE NIAGARA REGION, WE ENHANCE ITS PROSPERITY AND QUALITY OF LIFE.

THIS ANNUAL REPORT TO THE MINISTER COVERS TIME PERIOD FROM JULY 1, 1993 TO JUNE 30, 1994.

COPIES OF THIS REPORT ARE AVAILABLE FROM:

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ACADEMIC

David Schleich
Vice-president,
Academic Division

Balance and Boldness For Our Community of Learners

Our learners keep recreating the College by declaring what they need to learn, how they need to learn, and when they need to learn. Their questions require us to balance wildly fluctuating resources with bold innovation and rethought approaches to teaching and learning. Bottom line: success is a choice which the dynamic combination of our learners and our employees can help us make. These groups constitute a remarkable barometer and compass at the same time.

Niagara learners are applying to us in increasingly greater numbers each year. They seek strong skills and wide access to information and employment opportunities. There is the secondary graduate often bewildered by the array of possibilities, the sharp competition for entry level jobs and the prospect that this is really just the first of many forays into college life for education and training.

There are mushrooming numbers of part-time learners for whom lifelong learning is already a constant. There is the retrenched worker, shell-shocked by dramatic fluctuations in a workplace which until recently promised stability and prosperity and which now propels him or her into a learning environment often for the first time in a long time.

Niagara College knows that it takes the same amount of energy for an airplane, for example, to fly away from its destination as it does to fly toward it. The fuel for the Ontario Colleges of Applied Arts and Technology (CAATs) is in tighter supply than ever. It pays, then, to stay on course. Throughout the post-secondary area of Niagara College we're balancing access, success, and lifelong learning goals against the extraordinary potential of flexibility, collaboration and innovation.

Rediscovering What We Value

Grappling with the flurry of transformation within the post-secondary sector, we have had to rediscover, to some extent, the values we began with a generation ago. General education, prior learning assessment, learning outcomes, instructional information technology, lifelong learning and access are the current signposts pointing us to the correct flight paths.

In post-secondary college education what we value are currency, flexibility and effectiveness, and all of these in an environment of change and challenge. In the resource intensive post-secondary area we have had to get a crisp snapshot of how and what we are teaching. The margin for error in the flight plan is tiny these days and we are sharing the new sky with many carriers. In the past year Niagara College has moved significantly along the route to learner-centered teaching, and that, we believe, is where we began.

Learning Outcomes

Frequent professional development sessions in the past year have facilitated the revamping of curriculum documentation to reflect an outcomes approach to program design, rather than the narrower strictly content focus. The dialogue and work have led to renewed attention to a larger College theme this past year: the rediscovery of where we began a generation ago, zeroed in on our learners.

Prior Learning Assessment

Seen by Niagara as an excellent access tool, PLA has been fully supported in the past year at all levels in the College. Linked to the re-engineering of curriculum, PLA has also generated numerous professional development events, a hum of collaboration among colleagues and considerable interest among potential new learners in the peninsula. PLA challenge tests, for example, were available in the fall 1994 semester for more than 50 per cent of Niagara's courses as a result of work accomplished in the past year.

Access

Niagara College learners moving through our adult basic education streams (Basic Training for Skills Development, Ontario Basic Skills, the developmental tracks of General Arts and Science, for example) now have guaranteed access to post-secondary programming. No standby learners here. As well, we have developed an innovative articulation relationship with the Niagara South and Lincoln County Boards of Education which facilitates the completion of Ontario Secondary School Diploma requirements simultaneously with our adult basic education programs and, in most cases, on-site and without duplication of credits or funding support.

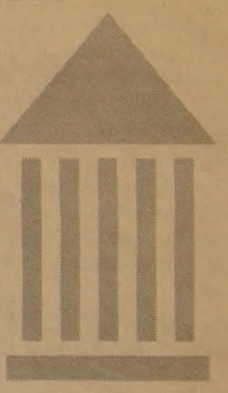
There are many other aspects of access afoot at Niagara now, too. We moved much further along the route to a year-round college this past year. Learners can now access more than 30 full-time programs in mid-year compared to less than 10 two years ago. Program clusters in Technology now include multiple intakes for a number of programs. Niagara's first Pharmacy Assistant section occurred this year. Nursing students can begin in September or in January. The revamped College Vocational program has a similar format. So, too, the proposed new Child Youth Worker and Correctional Worker programs.

This same pattern is emerging in May. Legal Assistant students can begin either in September or in May, changing the access pattern of this program for the first time in a generation. Niagara now has eight May starts with a dozen more planned. International Trade students can begin in September, January or May without penalty because of careful modularization and without adding incremental cost for the College. Not only does this multiple-entry access commitment make far better use of human and physical resources at Niagara, it reduces time and financial strain for our learners.

Access to remedial programming got fine-tuned even further this year. Our College Essentials program, for example, is now available in all semesters and continues to keep learners on board and even to redirect them without leaving them stranded. Access, then, has to do with providing growing numbers of attractive destinations in increasingly convenient time frames. In the past year the College has ratcheted up program development plans designed to scout out preferred employment choices and then to get the programs up, running and accessible.

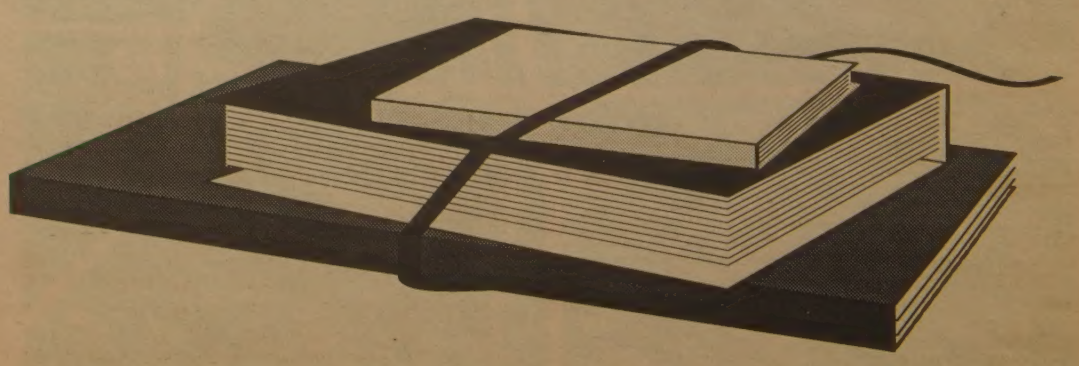
Access also has to do with flexibility within existing programs. Students in Health Records, Medical Transcriptionist, Legal Assistant and Office Administration have far easier access than ever before to each other's curriculum, start points and other entry points for transfer purposes.

Access has also meant developing ways for those who can't come to the College full-time to be able to join high demand programs traditionally available only in full-time, day formats. The Social Service Worker Evening/Weekend College pilot project was a complete success in the past year in terms of doubling access with absolutely no compromise to quality and outcomes for the learners. All seats taken.



General Education

Niagara College staff have been active within the College Standards Accreditation Council (CSAC) and at the College examining programs and courses to find ways to meet mandated general education requirements. By going through its abundant curricula course by course and area by area to address the tension between general education principles and vocational learning outcomes, exciting and vigorous discussion has ensued in College forums, discussion of the kind educators are having more and more of in this time of balancing and boldness.



Success

Our professors tell our learners that change and improvement come from the inside out. In this connection, trust is as important as technique in the learning relationship. Our College Essentials program, now in its second year, is such a relationship-builder. Niagara learners increasingly know that if they need to beef up a skill which is holding them back, there's a safe place from which to do it and they can count on returning to a reserved seat in the program of their choice or transfer to another path entirely. Our success grows from our learners' successes. Where a single pilot of our College Success course existed 24 months ago, there are now 32 sections and more on the runway.

Effective counselling and user-friendly transfers permit students to continue on their journey without having to go back to the starting point or carry extra baggage along the way. Central to this growing learner-centredness are Niagara's employees. They are the College's eyes, ears and heart all at once. Their very real commitment to the education, growth and success of our learners is what makes us bold and always keeps us balanced.

Our learners tell us that specialized curricula in traditional four and six semester blocks are only part of what they need and sometimes not what they need at all. So, our collective eyes, ears and hearts tell us to provide alternative delivery modes for our learners. Thus, along came the New Educational Approaches Team (NEAT) this past year, a dynamic, College-wide action group consisting of teachers, technical support people and their colleagues who already have been a catalyst for a half-dozen Instructional Information Technology applications (e.g. multi-media support in Engineering, Accounting and Health Sciences) where there were none before. They've also created "The Sanctuary" where teachers and technical support personnel can explore new techniques, new equipment and new approaches. The NEAT has grown from a handful of interested educators to several dozen, an important barometer of impact and urgency in this area of change.

Success is also built on living within our means. Our learners have to be able to rely on us to provide programming which is well supported, equipped and mentored. Niagara has continued its development of valuable planning tools called WATCH (weekly adjusted teaching contact hour) and PPI (program performance indicators). The goal has been to create instruments which can provide at any point in the academic year a crisp snapshot of how effectively we are organized to deliver a particular program. WATCH and PPI, then, can involve all stakeholders in changing and improving course and program offerings from the inside out.

Our learners are successful in very tangible ways, winning awards and scholarships related to their academic performance. Kim Anderson in the Mechanical Engineering Technology program for example and Roman Cierny in Computer Engineering Technology were awarded scholarships under the Canada Scholarships program designed to encourage students to pursue studies in science, engineering and technology.

Paul Gardner, a 1994 graduate from the Broadcasting - Radio, Television and Film program won a competition among 400 applicants for one of 12 apprenticeship positions under the Academy of Canadian Cinema and Television Apprenticeship program. Paul also won an award for his third-year film project, an investigative report entitled, Greyhound - A Fall from Grace.

Sharing the new sky

Niagara College continues to generate exciting new partnerships with other institutions and organizations to enhance its post-secondary offerings and to provide access and success opportunities for its learners.

New articulation agreements were completed this past year with Canisius College in Buffalo, NY; with Northwood University in Midland, Michigan; with Niagara University in Niagara Falls, NY; and with Brock University in St. Catharines.

As well, the College entered into exciting negotiations with the Niagara South and Lincoln County Boards of Education to create joint programming which will permit adult learners doing upgrading simultaneously to complete college preparation and Ontario Secondary School Diploma credits.

Partnerships are not only with institutions but with professional organizations as well. Niagara launched the James Sim Institute for Continuing Dental Education this past year in collaboration with the professional development arm of regional and provincial dental associations.

French Language Services entered into a collaboration with La Fédération des Caisses Populaires in order to offer a first course of a Financial Counselling program, Conseils financiers, and with Canadian Tire Acceptance for specific training for its personnel on site.

Where the College has taken strong initiatives with potential partners in industry, business, secondary or university sectors, sharing has provided important new opportunities for learners. In some cases, such as with hospitals and community treatment centres, clinical experience may have been curtailed for college students due to ward closures and downsizing, were it not for strong commitment by the College and its partners to keep such relationships and opportunities strong.

In times such as these, bold innovative approaches make all the difference. Niagara College has strived in the past year to achieve a balance in the maelstrom of change, elements of which affect morale among faculty in particular for whom fundamental change in our learners' needs and how we are to meet them remain high professional priorities.

Niagara College is committed to giving its people the tools, the information and the room to generate innovative and entrepreneurial paths to follow, routes which reinforce our key strategy: choosing success. By adapting our systems and structures to the stream of change and need which it is our mission to serve, Niagara College is creating an ecosystem of learning which in the past year has become stronger than ever.

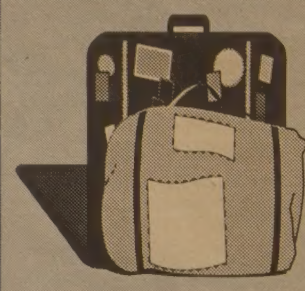
Another First for Niagara - Sponsoring the first all-Ontario Information Technology Conference, Spring '94

International Education

Across the broad front of Niagara College's new directions and focus has been the active entry in recent years into the International Education arena. More than 100 international students now attend Niagara College. Projects in the United Arab Emirates, Thailand, China and Hungary are up and running. A plan for internationalizing the College was prepared in the past year and implementation has begun, ranging from curriculum implications to learner services.

Niagara has entered into partnerships with a private school in Toronto, two consulting companies in the United Arab Emirates, a project management company in Hong Kong, and the government of Ras al Khaimah on a new Hotel School.

Students from Japan, Hong Kong, Mexico, Brazil, Taiwan, China and Korea are coming to Niagara in increasing numbers for English as a Second Language training and access to post-secondary programming, especially in business, technology and design.



IT is here to stay and learning is going back home again

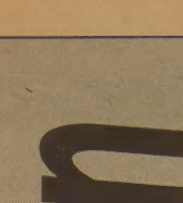
Information Technologies (IT) and their impact on learning are prodigious. The key for Niagara is to make certain that every learner leaves us knowing well how to source information. Thus, computer literacy is now a mandate of the Foundation Studies division, along with English and math skills development.

Niagara College understands that these mushrooming technologies will make it increasingly possible for learners to pull together discipline content and related practice materials right in their own homes. CD-ROM devices, multi-media packages and exciting partnerships such as ours with Maclean Hunter in the peninsula to collaborate on the creation of learning materials and their distribution over the NET (Niagara Educational Television), mean that learning is headed back into the home where it was routinely ensconced a mere two centuries ago. Students in some of our technology programs, for example, must bring their own laptops to class. The College provides low-cost software and convenient ports. These learners move at a fair clip along the flight path.

At the same time, the use of Internet is expanding rapidly as a communications link among colleges and with partner institutions abroad. Multi-media applications are increasing steadily at Niagara. Everything from a change in teacher-delivered keyboarding to the advent of powerful visualization packages to enhance large lecture groups in business, history, economics and psychology are being propelled by information technologies.

Niagara was instrumental in sponsoring the first all-Ontario Information Technology conference this spring and will do so again in the next academic year. Strong interest is sustained by the creation of an Instructional Information Technology committee on the campus with the mandate to oversee almost a quarter of a million dollars of instructional capital investment annually. As the College flies towards its destination, every IT dollar counts. The impact is everywhere. For example, this past year saw the augmenting of a serious academic debate over credit for contact. The question emerges, can the College give credit for self-directed learning linked to instructional technology, with the time and place of learning determined by the learner?

Administration



Hans van der Slagt
Vice-president, Administration

Additional revenue-producing activities, cost containment strategies and aggressive budget monitoring permitted the College to finish the year with a surplus of $838,059.

An agreement with Honeywell Controls is in place which will result in the implementation of a Facilities/Energy Management program permitting the installation and updating of equipment which will significantly reduce energy utilization and upgrade energy-related facilities.

The Print Centre has been successful in improving its services and reducing turnaround time. For example, in January the output of 810,812 impressions compared with 527,440 at the same time the previous year. The College acquired a high speed duplicator for the Print Centre in February which further improved services and increased productivity.

General Operations

Much of our focus in this area is directed towards the College's Master Plan with the Vice-president, Administration taking the lead role.

The climate is right for a new and strong emphasis on facility-oriented, community-based partnerships with local governments, quasi-government agencies and the private sector. The partnerships will range greatly in type and scope but will have some common characteristics: improvement of services, better utilization of the respective parties' resources, more efficient utilization of services through reduced costs and the revitalization of the Niagara Region's economy. The College looks forward to forging strong ongoing relationships, particularly with our local government counterparts.

Niagara continued to explore potential partnership arrangements with the City of Welland, the Welland Library, Welland Historical Museum and the YMCA through the Community Facilities Task Force.

The City of Welland and the College finalized an agreement to build a running track, slo-pitch diamond and vita parcours (rest stations) on the Welland Campus which are available to College students and staff as well as to members of the community.

The announcement of infrastructure renewal grants provided an opportunity for the College to identify projects to fit the criteria: must be new, provide short-term jobs and the creation, renewal or enhancement of the local infrastructure. An internal committee was formed to decide how to best use Niagara College's share of $1.086-million, two-thirds from the provincial and federal governments and the other third from the College. The College community unanimously supported the development of an information technology backbone to better serve students and staff.

Ancillary Services

The Ancillary Services department has responsibility for the Campus Store, Child Care Centre, Print Centre, parking, food services, etc.

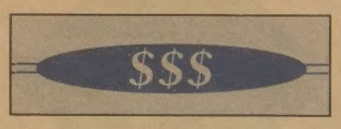
Staff continued to explore ways to improve services to students and staff: an improved student parking fee payment procedure, extended Campus Store hours for the first three weeks of each term with staff providing more assistance and improved access to the book lists.

The Campus Store continues its commitment to increase its productivity and implement cost control measures by acquiring an inventory software package and electronic order process, carrying a wider range of product lines and securing bulk buying discounts, and improving its advertising and marketing. There are also plans to renovate the store, broaden supplier sources and provide more staff training.

All design and construction drawings for the new Child Care Centre were completed and awaiting final approval of the staff of the Ministry of Community and Social Services. Site work was started in the summer and children and staff are expected to be relocated in their new home by April 1, 1995.

Financial Services

Improvements were made to computer-based departmental expense accounts making the information more useful to the College's budget holders; as well, there were improvements in the control of cash and accounts receivable to reduce risk and increase cash flow. The department plans to acquire an accounts receivable package to allow direct posting of all miscellaneous revenue to the ledger with a software upgrade.



Another development this year has been that the Accounting and Accounts Receivable departments will work with the Financial Aid department to transfer the accounting of the Student Loan Fund function from their area of responsibility.

A strong focus of the Accounting department will be to ensure that financial information is available on the VAX, the College's mainframe computer, on a timely basis. Improvements will be made to cash management and receivable collections with careful timing on payables. The department plans to assume responsibility for revenue and cost analysis for post-secondary activity.

Staff in the Purchasing Department are members of the Niagara Peninsula Purchasing committee. Once again, this joint purchasing group outperformed the Raw Material Price Index, Industry Selling Price Index and Consumer Price Index.

For example, there was an overall decrease of 5.2 per cent for 18 key commodities from 1992 to 1993.

Activity was also brisk at the St. Catharines Campus to complete renovating and painting of four classrooms for the Environmental, Community Enterprise and Pharmacy Assistant programs. As well, an office and reference room were established for The Centre for Environmental Training programs which were relocated from the Ventures Centre for Training and Development to the St. Catharines Campus.

Physical Resources

The College initiated cost reduction strategies during the year in the areas of security and waste disposal and there will be a further savings in contract security services with the installation of electrical/electronic alarm and monitoring systems at all College locations.

Plans include a reduction of costs for outside contract cleaning services through the negotiation of a more College-wide and comprehensive agreement.

The department made arrangements with the Community Studies division to share the responsibility for the Car Walk program with students and faculty in the Law and Security Administration program. The students are graded on their performance in the program and they are directed by the College's security officers from Metropol Security.

A waste audit, co-ordinated by Laidlaw Waste Systems of St. Catharines using Environmental students, was done in the spring. The audit, which took about one month to complete, complied with the Federal and Provincial Ministry of the Environment requirements and recycling data reporting.

The summer months offer peak work time for renovations. A number of changes were made at the Welland Campus including modifications to six classrooms to accommodate larger section sizes and the addition of a double portable to provide another design studio for the fast-growing Visual and Creative Arts - Design program. Changes were made to the Admissions, Financial Aid and Accounts Receivable departments to enhance quality customer service and modifications were made to parking lots including the lowering of the concrete curbs to improve wheelchair accessibility.

Physical Resources will be implementing a Facilities Renewal program which will detail expenditures over a 10 to 15-year period with the intention of equalizing renewal expenditures over that time period. The department will also be producing all drawings of College building plans on state-of-the-art Computerized Architectural Drawing (CAD) software.

MIS has its eye on the future

The MIS department introduced the Total Quality Assurance approach as an integral way of doing business with its customers, students and staff and provided leadership by introducing TQA in other departments. MIS is committed to building TQA principles into team activities and relationships.

As the College's student population grows and its business expands, the demands on the switchboard have increased proportionately. For example, a snapshot taken from Dec. 1 to 24 shows that switchboard staff answered 24,947 calls with "Seasons Greetings, Niagara College," an average of 139 calls per minute.

The introduction of Voice Mail in the spring permitted improved access and services to students, clients and the general public, and simultaneously increased staff productivity. The automated attendant was set up to greet callers and to instruct them on how to proceed. Voice Mail boxes were assigned and a training plan was established to include every staff member. The full installation was expected to take several months; the next step is to fully implement Voice Mail and also to introduce interactive voice response using the hardware and software to design new ways to better service both internal and external customers.

The systems development function within MIS was strengthened through reassignment of staff and related budget dollars within and outside the department. As a result, the College hired four new staff members, permitting significantly enhanced systems support for functions across the College.

Numerous projects were undertaken to improve service and productivity. A review was done of the systems and procedures in admissions, financial aid, registration and student record-keeping functions. A new Purchase Order Management system was implemented in collaboration with the staff in the Purchasing and Accounting departments.

MIS staff worked with Academic staff to develop and equip the new Sanctuary, a resource centre for professors to assist them in developing new, computer-based teaching techniques. The MIS staff also developed a series of professional development workshops including internet training, teaching in computer labs, and the College Information System.

The director worked with Atlas Civic Credit Union to develop a low-interest loan available through a payroll deduction plan for computer purchases by both staff and students.

The College will prepare a plan and implement an upgraded information highway to replace a slow and unreliable wide area network and to support new systems development. This will prepare the College for future projects which allow the incorporation of technologies to support video, data and voice and new alternative delivery strategies such as distance education and the wall-less classroom.

The new infrastructure will support academic computer needs identified by the Information Instructional Technology (IIT) Committee and administrative computing aims such as transparency of host systems and tools for faster system development cycles. As well, the new infrastructure will help improve staff productivity and provide training and support for departmental technology. Finally, a feasibility study will be done on a new Human Resources system; in addition, MIS plans a review of suppliers and carriers to minimize maintenance costs.

139 calls per minute!

Student Life & Human Resources

CAROL BOETTCHER
VICE-PRESIDENT,
STUDENT LIFE &
HUMAN RESOURCES

Human Resources

Jacquie Herman Associates was selected as the College's Employee Assistance Plan (EAP) provider. Information was distributed to all staff in September advising that the program was available and orientation meetings were held throughout October and November.

HR staff continue to maintain currency in their fields. For example, HR people attended a training program in Toronto on the new Support Staff Classification/Point System and in Hamilton on the Benefits and Principles of Employment Equity in January.

Retirements

The College continued to redeploy resources when opportunities such as retirements occurred; functions were reorganized and efficiencies introduced with minimal impact on services to students and other College departments.

The second annual Retirement Dinner was held in June at the Ameri-Cana Conference Centre in Niagara Falls to honour 16 staff for their service to the College.

Co-operative Education and Career Services

Staff from these areas regularly attend community events and are on numerous committees and boards to maintain close connections with key contacts in the Niagara Region and beyond.

The College is represented on many community organizations by staff from Co-op and Career Services; for example, Greater Welland Chamber of Commerce, Welland/Port Colborne Airport Commission, Industrial Accident Prevention Association (IAPA) and the Horseshoe Falls Chapter of the Professional Secretaries International.

As well, they continue to attend events such as the St. Catharines Tourism Industry Trade Show, Canadian Greenhouse Growers' Conference at the University of Guelph, the St. Catharines and Niagara Falls Chambers' Business Show and the Job Fair/Career Day '94 in St. Catharines.

The department arranges numerous interviews for co-op students and graduates as well as presentations by human resource professionals from industry to help prepare students to compete for positions. Further, they continue active participation in negotiations, planning and networking to support continuous improvement goals. For example, a meeting was held with a representative from Human Resources Development Canada (HRDC) to discuss where co-operative education fits into the regional employment strategy.

Co-op liaison officers met with employers and monitored students on paid co-operative education work terms from 16 full-time College programs throughout the year. A total of 363 out of 460 students available for work, or 79 per cent, were in co-op placements during the summer of 1994. The average salary for all students, based on 16 weeks at 40 hours per week, was just over $5,000 each for a total of about $1.84 million in wages earned. As well as placements in the Niagara Region and Ontario, students secured Canadian co-op positions in Nova Scotia, Quebec, Alberta, the Northwest Territories and British Columbia. Others worked in Australia, England, Hong Kong, Korea, Mexico, Scotland and Taiwan, as well as in several states in the U.S.

Literally hundreds of companies and organizations of all sizes hire Niagara College co-op students. The following are examples of this dynamic group of partners in co-op education: Dofasco, E. S. Fox Ltd., Edscha of Canada, Hayes Dana, QUNO Corporation, Westinghouse Canada Inc., Mori Gardens, Royal Botanical Gardens, Westbrook Floral Ltd., CP Hotels and Resorts, Hoco Ltd., Journey's End, Ontario Place Corporation and Walt Disney World Co.

The Niagara College Placement Office works closely with students and graduates to help them land suitable career positions. The annual Graduate Placement Survey conducted in November and December provides a snapshot of employment six months after the spring convocation. There are excellent opportunities for the graduates in many programs such as Culinary Skills which had 100 per cent placement and in most Technology programs where the demand for graduates exceeds the supply. Graduates who market themselves well, conduct an organized and creative job search, and who are willing to go where the jobs are, invariably get a good start on their career. There continue to be significant opportunities for our well-prepared Niagara College graduates.

Serving Our Community

Our staff and students are committed to community service, providing hundreds of hours of volunteer time.

President John Saso allowed himself to be jailed for a good cause. The Jail-n-Bail fundraiser, organized by the Brock Unit of the Canadian Cancer Society, raised more than $50,000 with $1,500 in pledges from Niagara College.

Doris Evans, a co-ordinator in the Nursing Studies division, was appointed to the Long-Term Care Advisory Committee of the Niagara District Health Council. Doris was selected from more than 100 applications for this committee which will be setting up task forces to plan institutional, community and support services, and a multi-service agency for the Niagara Region.

The College's Annual Blood Donor clinic in November was once again well supported, with a strong rivalry between students in the Law and Security Administration (LASA) and the Ambulance and Emergency Care programs. The LASA students add some humour to the process by annually dressing up as the Corpsuckle Cuties, Dracula and Buddy Blood Drop, the Red Cross Mascot. They also won awards for the highest ratio of students donating as well as for the most donations. Staff in the Management Information Services (MIS) department won the staff award, which was presented for the first time.

Staff supported the United Way Campaign in November by raising more than $23,000. The College, because of its regional focus, is actually part of three separate campaigns in the Niagara Region.

December brought the annual Christmas Wish Tree project, when staff purchase gifts for needy children and seniors in our local communities.

Something new was added this year with a 20-foot Norwegian spruce tree installed in Manera Court at the Welland Campus with the invitation extended to staff and students to decorate it. The tree was erected to coincide with the Food for Friends food drive and there were a number of creative projects to raise money to purchase lights for the tree; excess funds were donated to United Way.

Harassment & Discrimination Policy

The College's Harassment and Discrimination Policy was approved by the Board of Governors in February. The policy, which adopts a zero tolerance toward harassment and discrimination, was included in the student handbook and distributed to staff.

The department welcomed a new Human Resources Officer who immediately set to work concentrating on recruitment practices, employment equity implementation and labour relations.

Learning Resource Centres

An inventory of all campus Learning Resource Centre locations was completed by July 30. This was the final database cleanup in preparation for the automation which was started in August. Canadian and American vendors were contacted regarding the automation project with a request issued for proposals for an integrated library system, with the responses due in October. Reference checks were conducted with college and university libraries in Canada and the U.S. and meetings were held with systems administrators at Niagara Region libraries. The decision was made to proceed with a Dynix system.

The front of the Welland Campus LRC was renovated to amalgamate audiovisual and circulation desks for improved efficiency.

Staff attended a special joint conference of the Ontario and New York Library Associations at which a coalition of public and private information providers dedicated to ensuring international access to information on the evolving electronic highways was established.

Staff met with members of the Welland Public Library to identify potential co-operative programs. Several projects were implemented including sharing serial lists and information on community services.

Library staff held a visioning exercise in April to begin planning for two new Learning Resource Centres which are included in the College's Master Plan. In addition to print and media services, opportunities for the future incorporate teaching libraries, community involvement and electronic learning resources.

Crime Stoppers

A Crime Stoppers program was officially launched in February with the Board comprised primarily of students in the Law and Security Administration program.

Registration Services

September, 1993 proved to be a record-breaking month for post-secondary registration. A total of 13,911 applications was processed by the end of September, compared with 11,947 in 1992, an increase of 17 per cent.

A number of customer-service focused changes were made by the departments providing direct services to students to minimize lineups and delays during the busy fall start-up period including extending office hours.

Registration Services was transferred from the Vice-president, Administration to the Vice-president, Student Life and Human Resources effective January 1, 1994.

January was an extremely busy month for all areas of Registration Services with most programs finishing on Dec. 17 and the need for grades and more than 7,000 transcripts to be in the mail just one week later. There was also the additional factor of admitting January start students, which numbered more than 500, compared with 227 the previous year.

5,000

A milestone was reached on Jan. 13 when the College recorded its 5,000th registrant. A small celebration was held at the Mack Nursing Education Centre where Tammy-Lynn Smith was starting her first term in the Nursing program. Tammy-Lynn was presented with a $50 gift certificate from the Campus Store.

More than 900 students graduated in June at three convocation ceremonies. A new Board of Governors Award was presented to Ann Dixon, executive manager of the Niagara Industrial Training Advisory Corporation (NITAC) and to Charles Complin, a founding and present member of the Niagara College Foundation Board of Directors. Keynote speakers included: Richard Johnston, chair of the Ontario Council of Regents; Stephen Van Houten, president of the Canadian Manufacturers' Association with its membership representing 75 per cent of all manufacturing output in Canada; and Anthony Manera, president and chief executive officer of the Canadian Broadcasting Corporation and a former Niagara College president. Each received an honorary diploma.

Human Resources Development

Niagara College has an ongoing commitment to the professional development needs of all its staff; our College professional development programs are in demand across the Ontario system to share our good ideas. Every effort is made to keep plugged in and to introduce new and innovative ideas to as many people as possible in an inviting and creative environment.

Many staff attend conferences and workshops related to their areas of expertise to keep connected to their colleagues and to be aware of emerging trends. The quest never ends for ideas on how to do things better and more efficiently.

The Niagara Day Welcome Back Breakfast in August featured a True Colors™ presentation; more than 500 staff worked through the process which identifies personal styles. It was rather enlightening to see who was green, orange, gold and blue; Niagara College has a healthy mix of styles throughout its employees. The annual Awards of Excellence presentations were made to Diane Mercier, Support Staff; Larry Coté, Faculty and Barry Sharpe, Administration. These three outstanding individuals were chosen by their peers in recognition of their dedication and talents.

A professional development evening was held for part-time and Continuing Education teachers at the College's Hospitality and Tourism Centre. More than 100 people took advantage of the four workshops offered and three teachers were presented with Excellence Awards: Eve Fenwick, Jake Lobezoo and Fred Radunsky.

A Tuition Assistance program was introduced in the fall of 1993 to help full-time staff with their educational costs towards a diploma, certificate or degree. A number of faculty have made the effort and commitment required to pursue higher education. For example, Douglas Rogers of the General Education division completed his doctoral studies in August at the University of Buffalo (SUNY) with a special research interest in reading and writing. Several dozen Niagara employees are working on higher degree qualifications, some full-time and many part-time.

The Support Staff Professional Development Sub-committee scheduled a PD workshop every third Thursday offering topics such as Managing Anger and Conflict Management.

The Administrative Sub-committee planned a full-day workshop on Process Mapping in November and the Faculty Sub-committee organized a full week of activity for the first week of January. More than 250 staff attended the 16 workshops offered and there was a session specifically designed for part-time and Continuing Education teachers on a Saturday.

A highly successful in-house professional development program was completed in June with more than 400 staff participating in seminars and workshops.

Dr. Betty Siegel, President of Kennesaw State College in Georgia, made a special presentation on The Inviting College to College staff, faculty and students and guests from Mohawk, Conestoga, St. Clair and Loyalist Colleges and local boards of education. This excellent well-received presentation was videotaped and made available through the College's Learning Resource Centres.

Lyn Emmons started a 12-month teacher exchange in January at the Tairawhiti Polytechnic in Gisborne, New Zealand. Wes Baillie, her exchange partner, joined Niagara College for the year.

The PD Recreation Sub-committee annually presents a variety of spring activities to get people motivated such as walking, cycling, volleyball, tennis and, for the less active, euchre, a scavenger hunt and the David Schleich Question and Answer Challenge.

The fourth annual Support Team Appreciation Day was held in May at the Hospitality and Tourism Centre. The day, held each year in appreciation for the very important work that support members do every day at the College, featured professional and personal workshops and an opportunity to network.

The Sanctuary held its official opening in June. More than a year of careful preparation went into the establishment of this teaching/learning centre which features three distinct areas including a lounge for professional books and journals, a room with computer hardware and software and a meeting room.

Two Niagara College teams attended the second annual College Challenge held at Centennial College in June. The event, modelled after the popular municipal corporate challenges, originated at Niagara College the previous year.

A highly successful in-house professional development program was completed in June with more than 400 staff participating in seminars and workshops. A number of faculty, support staff and administration participated in the Western Region Colleges program at Ridgetown and 50 people attended the ninth Niagara College 101 retreat on invitational teaching at Bayview-Wildwood in Orillia. More than 180 faculty, support and administrative staff have been through the Niagara College 101 program in regular retreats over the past three years.

The academic year wrapped up with the annual Professional Development Recognition Lunch in June.

Student Services

Athletics

A pair of provincial gold medals made the 1993-94 academic year one of Niagara College's most successful athletic seasons in its 27-year history.

In October, the College touch football team won the Ontario College Athletic Association (OCAA) gold medal by capping off a perfect season with a 45 to 26 win over St. Lawrence College in Kingston.

The football team, led by quarterback Dan MacNab of Hamilton, advanced to the final four by defeating defending champion Mohawk College 10 to 1 in the regional final. Mohawk had won 11 of 14 touch football titles. The 1993-94 gold medal is Niagara College's first.

The College's second OCAA gold medal came in March when Sean Ellis of Newfoundland won his second straight championship in men's badminton. He went on to the national (CCAA) championships where he finished fourth.

In February, banners were hung in the gymnasium representing all Niagara's champions since the College opened. The touch football and badminton titles were the 23rd and 24th banners hung.

The mixed curling team travelled to Sault Ste. Marie for the provincial bonspiel in February and brought home the silver medal.

The hockey team advanced to the final four shootout in March and came home with a silver medal, upsetting top seed Seneca College 6 to 5 in the semi-final before losing 7 to 3 to Conestoga in the championship.

The men's basketball team played Division 1 for the first time in seven years and made the playoffs, bowing out in the first round to Algonquin College in Ottawa, ranked first in Canada.

The men's volleyball team finished the season with a 9 to 8 winning record, and tied for the fourth and final playoff position, but did not advance due to the tie-breaker rule.

The golf team finished fourth at the OCAA finals while the indoor soccer team finished third at the regional tournament.

The annual Athletics Awards banquet was held in March. Pete Lachance of Timmins and Sean Ellis from Newfoundland were co-winners of the Male Athlete of the Year award, while Tammy Forrester of Saskatoon, Sask. was named Female Athlete of the Year. Brian Dunn of St. Catharines and Joanna Collins of Oakville were Male and Female Freshman Athletes of the Year. Cam Bell of St. Catharines was named Most Valuable Player on the men's basketball team and Jim Konrad of Leamington was the Most Valuable Player on the men's volleyball team for the second consecutive year.

Left: Niagara College Men's Hockey Team vs Seneca College. Niagara College took the silver medal in this competition.

Orientation

The Project Welcome committee organized our biggest and best student orientation ever in September at the Welland Campus. The two days of activities revolved around a large, white outdoor tent and included campus tours, entertainment, refreshments and something new: Playfair. This organization specializing in school orientation and ice-breaker activities designed to allow first-year students to take the edge off during the first couple of days at the College. A series of fun activities helped students to meet as many new people as possible in a short time period.

The second day featured meetings with program co-ordinators and study skills sessions, followed by more entertainment and presentations of awards and prizes.

Special orientation activities were also run at other campuses: Mack Centre, Horticultural Centre and the Hospitality and Tourism Centre.

Counselling

The College's Counselling department handled more than 2,800 community clients and over 1,800 students during the reporting period of this report.

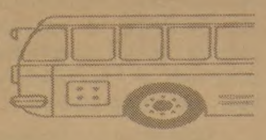
Staff provide a variety of services to Niagara College students and staff, and members of the community: recruitment interviews for admissions to post-secondary, continuing education and other College programs; career planning; and personal counselling. Retention interviews cover academic concerns, career planning, personal counselling and student program changes. Many enquiries are made by telephone by students, community clients and agencies, and consultations are available from faculty and staff.

During the summer months, the Counselling co-ordinator participated in four Women's Employment Support Project group counselling sessions at the Social Services Office in Thorold and a Pre-employment Group counselling session in Port Colborne.

The summer is usually an extremely busy one for counselling and testing services as students and prospective students scramble to get information about September admission to college and university.

In December, we attended a meeting at Brock University with staff from eight Ontario universities and two colleges. The meeting identified concerns facing career/counselling departments at the various institutions, exchanged information and established a basis for regular meetings.

Transportation



Transportation is a concern since our students reside in communities throughout the Niagara Region and there is no regional transportation system. Representatives from the College, Brock University and the school boards attended a number of meetings to discuss mutual student transportation concerns. A subsequent meeting was held at Welland Transit to support initiatives of the Community Transportation Review Team. In April, a further meeting with staff from transit commissions throughout the Niagara Region provided the opportunity to review a new transportation system which would benefit Niagara College students immensely.

4000

The Health Centre provides service at four campuses: Welland, St. Catharines, Mack Centre and the Hospitality and Tourism Centre for students and staff and handled more than 4,000 visits, 75 per cent of those from students.

Special Needs

The department received a grant from the Ministry of Education and Training to hire a disabled student from the Computer Engineering Technology program whose services were shared with the Technology Division which also covered part of the cost. The student prepared and built a database on all Special Needs students who were served by the office in the past five years, thus enabling staff to quickly retrieve information on individual students and develop a demographic analysis of the special needs population. The office acquired a VISTA card, a computer hardware driven magnification system for the visually-impaired. Five dedicated word processors were also purchased for use by learning disabled students. These units are similar to laptop computers but much less expensive.

Statistics for the 1993-94 academic year filed in April show that 293 clients were assisted through the Special Needs Office.

Staff made presentations to a variety of groups including faculty and teachers of the French sector. Weekly workshops on study skills were held and in-depth diagnostic assessments of students with learning disabilities were continued. More specific intervention approaches are being established. The office added to its package of software, remedial math and language programs as well as dictionaries and an encyclopedia. Also, new equipment was purchased to make the systems as user friendly as possible. For example, a 50-page document was scanned to have text available on disc for a student in a Continuing Education program. Students have also requested self-help material and relaxation tapes. Frequent calls and visits from prospective students inquiring about Special Needs services indicate that the department is becoming more widely known in the secondary schools.

Healthy Body - Healthy Mind

THE HEALTH CENTRE PROMOTES THE PHYSICAL AND EMOTIONAL WELL-BEING OF ALL MEMBERS OF THE COLLEGE COMMUNITY, THE ENHANCEMENT AND MAINTENANCE OF HEALTHY LIFESTYLE CHOICES AND THE SYMPTOMATIC TREATMENT OF EPISODIC ILLNESS INCLUDING THE RESTORATION AND PREVENTION OF ILLNESS.

One of the major issues dealt with is psychological distress showing up as health problems which disrupt activities and daily living including lifestyle choices in school, home, social relationships, sexuality or spiritual issues. In some instances, crisis intervention was required.

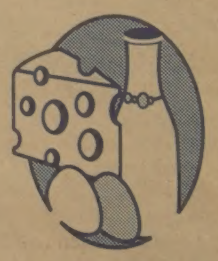
The College nurse handles the immunization of students before they can go to their field or work placements, and prevention of illness while there.

The College is a community and the health concerns of our students and staff reflect the larger world. The nurse has been asked to provide information on a variety of topics: depression, anxiety, suicide, eating disorders, nutrition, healthy weights, blood pressure, kidney problems, pre-conception, post-conception (abortion) and prenatal health. Smoking, substance use and abuse (anabolic steroids), diabetes, Alzheimers, asthma, allergies and special needs have all been handled.

The Health Centre dispenses over-the-counter medications, provides first aid treatment for minor cuts, bruises, strains and sprains and has also provided medical assistance for major problems such as a cardiac problem.

The College nurse also took part in a variety of student and community activities including a panel presentation to first-year Nursing students at the Mack Centre; a presentation to students in the Educational Resources and Special Needs program on Universal Precautions - HBV/HIV Risk in the Workplace; and the taping of a program on frostbite by our Broadcasting - Radio, Television and Film students for Maclean Hunter Cable TV.

The nurse at the St. Catharines Campus facilitated a workshop for staff and students on nutrition presented by a representative from the Niagara Region Public Health Nutrition Department.



A successful Student Food Drive really stocked the larder for needy students with major donations from Canadian Tire Acceptance and local retailers as well as students, staff and the community. The main recipients are students with families to support.

An Emergency Loan Fund was established for extreme financial hardship cases and handled by the counsellors. Some of this fund was converted to food vouchers with limited dollars available for other loans.

VENTURES

DAN PATTERSON
VICE-PRESIDENT, VENTURES

Ventures provides excellent service to companies and organizations throughout the Niagara Region through its growing menu of employer-based training offerings. It strives to build solid training partnerships with government, the private sector, community agencies and broker groups which focus on skills enhancement and community economic renewal.

Ventures introduced a new Corporate Account Management (CAM) system to increase the effectiveness of College-employer contacts. When fully implemented, this client-focused system will provide better communication and improved levels of co-operation among College staff as they deal with employers from all sectors. The advantage for employers is that they will have a one-window access through designated staff into all of the College's programs and services.

Dan Patterson was elected chair of the Niagara Region Development Corporation. The NRDC has a mandated responsibility to stimulate regional economic growth and development by providing information, technical assistance and a range of programs and services to attract investment, support industry sector development and encourage business and industry to relocate to the Niagara Region. This appointment signals to the community that Niagara College, through its Ventures Division, is a vital and proactive force for regional economic renewal and development.

Access Division

Our Access mandate includes helping our students or adult learners who wish to:

- *assess their personal career and educational goals and needs*
- *improve their existing reading, writing, mathematics or computer skills or develop new skills*
- *develop skills needed for either future education or the employment or career of their choice*
- *gain assistance in entering or re-entering the work force*
- *enrol in preparatory programs that will enable them to become eligible for further College studies*
- *learn English as a Second Language*
- *complete a General College program of post-secondary studies*
- *enrol in a College program tailored to meet individual or special needs*
- *receive credit for previous education and work experience.*

The division fostered many new partnerships including Human Resources Development Canada (HRDC), Citizenship and Immigration, Boards of Education, Social Services and community partners such as YMCA, March of Dimes and the Niagara Peninsula Industry Education Council (NPIEC). It also initiated a number of community initiatives and forums such as language committees, environmental scans and articulation arrangements.

STATE-OF-THE-ART VOCATIONAL ASSESSMENTS

Re-careering in Niagara has become a reality and the Career Planning Service staff have developed the expertise necessary to help the unemployed discover their transferable skills.

The service's library is one of the most up to date in the Region. All learning styles were considered in setting up the library and it is easily accessible to everyone in print, audio and visual forms. There is information on the latest local and global labour market trends, occupations from A to Z, educational calendars and courses, job search information, modem access to other libraries in the Region and much, much more.

The service has assisted almost 5,000 clients over the past year. People who are employed can now access a fee-for-service assessment. This is an example of a successful management partnership with Niagara College, the Niagara Peninsula Industry Education Council (NPIEC) and HRDC.

ON THE LEADING EDGE OF CHANGE

The Access Division continues to be on the leading edge of change on a number of fronts:

- *active in prior learning assessment*
- *developing programs and course modules for workplace-based training*
- *working continuously on new partnership activities*
- *developing new opportunities for adults in transitions to education or employment*
- *enhancing provincial and regional networks.*

NEW OPPORTUNITIES FOR OUR ABORIGINAL STUDENTS

The Aboriginal Education Access Office was established to meet the unique needs of Aboriginal students. A grant secured from the Ministry helped the College to establish a resource library, student meeting place and an Aboriginal-specific peer tutoring program.

Aboriginal curriculum was developed based on the Two Row Wampum Treaty celebrating cultural differences within the context of Aboriginal self-determination and with consensus of the local community on content and structure, and reflecting Aboriginal philosophies, constructs and pedagogy. Courses slated for fall delivery include courses on First Nations and Canadian Society and Seminars in Intercultural Communications.

The Aboriginal Education Management Circle, a partnership of Niagara College and regional Native organizations, has been instrumental in strengthening relationships between the Aboriginal community and every division within the College. For example, the Circle and the College partnered to develop Native Culinary and Native Early Childhood programs to be delivered within College frameworks (working in conjunction with local Friendship Centre training needs - teaching/practicums between both sites). The plan is to also develop a Native Educational Assistant program. As well, there is the Native Cable Apprenticeship Mechanics program to be delivered through Grand River Polytechnical Institute which is a fully accredited post-secondary school located on a reserve.

Niagara College President John Saso and Bernard Baril, Chair, Board of Governors (centre), receive a presentation from (far left) Wayne Hill, Exec. Director, Ft. Erie Native Friendship Centre and (far right) LuVerna Clause, Native Elder and President of the Board of Directors, Ft. Erie Native Friendship Centre; and Jesse Garlow, Director, Oonuhseh Niagara Native Homes.

This partnership has generated much greater awareness for staff about contemporary Aboriginal issues. The Aboriginal Office provides a resource centre for students and faculty and acts in an advisory capacity for library collections. It has increased awareness of Native students and culture at Niagara College and has raised positive awareness of Niagara College in the Aboriginal community. Many objectives identified by the Aboriginal Education Management Circle's five-year plan were met in less than one year.

ENHANCED UPGRADING AND ACADEMIC SKILLS DEVELOPMENT

Until September of 1993, Basic Training for Skills Development (BTSD) depended on direct purchase of seats by HRDC. However, since HRDC no longer sponsors students through seat purchase to BTSD this meant a radical change for the program and a degree of uncertainty existed.

Access pursued an active marketing strategy with weekly assessments, newspaper ads, fact sheets for distribution and meeting with Counselling and Registration Services staff regarding referrals and enhanced communication with referral agencies. It also established a guarantee for BTSD level graduates to access post-secondary programs.

By January, 1994, BTSD had a large intake of new students seeking access to post-secondary courses for September, 1994. All of the applicants to post-secondary except one (course over subscribed) have been successfully accepted into their course of study pending completion of BTSD.

BTSD graduate Len McClentic.

The department continues to revise curriculum within guidelines to meet the needs of students in a global economy and prepare them for multi-skilled courses of the future. In a time of fiscal restraint, a continued effort is made to maintain quality teaching with current staff if numbers in BTSD continue to rise.

The College received excellent exposure as a co-sponsor with the NRDC and HRDC of the highly successful "Gaining the Edge" Conference in February. John Saso introduced the luncheon speaker, Pierre Berton, who spoke about the Niagara Region's entrepreneurial heritage.

Ventures staff are well connected in the community; they are active on the New Economy Task Force, Vision Niagara, Enterprise '94, Community Futures, St. Catharines Promotional Task Force, the Niagara Economic Development Network, the Relocation Teams for the Ministry of Culture, Tourism and Recreation and the Ministry of Transportation as well as numerous other memberships and alliances.

REVITALIZED WITT PROGRAM

The Women Into Trades and Technology (WITT) program was reactivated at the St. Catharines Campus. The program was redesigned based on the national WITT model, extended to 24 weeks from 16, and includes introductory training in the following trades: autobody repair, automotive mechanics, welding, machining, carpentry, electrical/plumbing and computer technology/CAD. Two of the instructors are women certified in trades.

In addition, Access developed and delivered a 20-week Microcomputers in Industry program in co-operation with the Plant Labour Adjustment Committee at General Motors as well as a Challenge of Change workshop for General Motors workers in transition. A partnership has been established with General Motors to deliver special worker transition programs, computer training, portfolio development courses and other services.

This image is to be featured on a new poster advertising the WITT program. Photo: Thies Bogner.

SERVICES TO LAID-OFF WORKERS

Staff continued to assist Atlas Specialty Steels and General Motors displaced workers and have developed working relationships with new action committees to assist E.S. Fox and Dofasco displaced workers to access College services. Our assessment services are high quality and are now being requested for employed workers.

Our Labour Adjustment facilitator was on the writing team of the Employability Skills Working Group to clearly identify significant skill requirements in today's labour market and write learning objectives, demonstrations and evaluations.

Access staff worked with the Marketing and Communications department to produce a well-accepted video on Labour Adjustment and accompanying manual distributed in-house, to other colleges and labour market partners.

NEW PROGRAM MODELS IN OBS

The introduction of a new Transitions class affords Ontario Basic Skills (OBS) students time to adjust to the demands of the learning environment. Aimed at student retention, this program is also designed to allow a more comprehensive and meaningful assessment of a student's skill level as well as an evolution of those generic skills essential for academic success.

OBS formed two partnerships with other literacy deliverers in the area in keeping with the new initiatives for community planning outlined by the OTAB in August, 1993. The College, with the YMCA, submitted a proposal to the National Literacy Secretariat for funding for an applied delivery model which includes a transition to the workplace. In addition, OBS will be responsible for the assessment portion of a joint program with the Lincoln County Catholic School Board and the Lincoln Literacy Council.

With the increasing numbers of second language students in Ontario Basic Skills, a special stream for these students has been included in the overall program designed to serve as a bridge to the Labour Market Language Training programs.

OBS staff and the Access Director are active on provincial committees related to literacy, and on the board of Niagara's Literacy Link Network.

Two jobLink programs offer social assistance recipients employability skills training and opportunities for job shadowing and work placement.

A new start in Futures

THE ACCESS DIVISION HOSTED A PROGRAM AND FINANCIAL REVIEW OF FUTURES' OPERATIONS BY THE LEARNING AND EMPLOYMENT PREPARATION BRANCH OF THE ONTARIO TRAINING ADJUSTMENT BOARD (OTAB). STAFF ADDRESSED AND RECONCILED PERFORMANCE GAPS IDENTIFIED THROUGH THE REVIEW TO THE SATISFACTION OF THE BRANCH. BOTH REVIEWS WERE VERY POSITIVE AND FUTURES IS A VITAL AND RESPONSIVE PROGRAM FOR OUR AT-RISK YOUTH.

FUTURES STAFF HOSTED AND PRESENTED JOB SUCCESS STRATEGIES TO A CONTINGENT FROM HUNGARY'S NATIONAL INSTITUTE OF VOCATIONAL EDUCATION.

ACCESS PLAYED A LEADERSHIP ROLE IN CO-ORDINATING MAJOR COMMUNITY STAKEHOLDERS DEALING WITH YOUTH TO FORMULATE A COMMUNITY YOUTH EMPLOYMENT ENVIRONMENTAL SCAN IN JANUARY, 1994 AND IS PURSUING NEGOTIATIONS FOR A CO-ORDINATED AND ENHANCED DELIVERY OF FUTURES IN ST. CATHARINES WITH YOUTH AND COMMUNITY EMPLOYMENT SERVICES (YACES).

Continuing Education Services

Enrollments continued to be healthy with the 1993 calendar year showing more than 18,000 registrations. The department introduced 43 new courses and seven new certificate programs. Some examples of new course offerings include: communication disorders, law clerks - litigation, psychology for educators, auditing, taxation, advertising/ sales, customer services, leadership skills, operations planning, desktop publishing, conflict resolution, career directions for women, master CAM, building systems, fire protection and CFC recovery.

The department, in its continued efforts to increase operational effectiveness, conducted two important surveys. The first assessed issues and reactions from staff related to their status as part-time employees. The second, directed towards CE customers/students, asked for responses on a variety of topics related to the adult learner: what they would like to study, when and where, among other questions. The feedback was positive regarding the services being offered and helpful for future planning.

The department initiated and organized a Niagara College Association of Continuing Education Students to develop ongoing dialogue and a forum for adult learners. The numbers are small to start but they will increase as the group becomes better known and more active.

CE staff worked with the International Education department to organize a unique sailing program for three groups of Japanese students who visited Niagara in the summer of 1993. Group sailing activities and instruction took place in August at the College's Sailing School in Port Dalhousie (St. Catharines).

Sailing School, June '93. Photo: Dave Hanuschuk.

The Summer Computer Academy, which features intensive summer training sessions for people wishing to improve their computer skills, has been extremely successful in attracting healthy enrollments.

The College successfully launched its Social Services Worker program in a new Evening Weekend delivery mode in September. More than 45 students enrolled in this popular fast-track program and numerous other programs are in the planning stages for this delivery mode.

The newly-revised and renamed Leadership Skills program started in October. Previously a four-week Supervisory Management day-release program, the new Leadership Skills is now a two-week, full-time day release.

Staff continue to pursue the development of programs and courses to service the agricultural communities of Niagara. This agri-business initiative was furthered through meetings in November with representatives of the Ontario Federation of Agriculture and the Ontario Agricultural Training Institute. The College received excellent feedback on future programming in agri-business activities while staffing a booth at the Niagara Region Fruit and Vegetable Growers' Association convention held in St. Catharines. Following this, the decision was made to launch a Greenhouse Growers' Leadership program in the fall of 1994.

In November, representatives from the Southern Ontario Sign Crafters Association presented a $10,000 donation to the College in return for assistance in the organization of Discovery '93, a conference of sign painters held in the summer on the Welland Campus and organized through Continuing Education.

CE staff continued to examine alternative delivery modes for courses such as Independent Learning Packages and Distance Education. The College acquired a data base of distance education courses developed and used by other colleges which could be purchased for use by Niagara. Also, meetings with Contact North at Cambrian College, the Ontario Training Corporation in Toronto and Conestoga College in Kitchener are yielding more information about this opportunity. The director is a member of the Provincial Distance Education Steering Committee.

The CE department hosted the 1994 Annual Meeting and Conference of the Ontario Colleges Continuing Education Heads Association, which also included the Health Science Continuing Education group. About 80 people attended the conference held in June, 1994 in Niagara Falls.

Joint Ventures

The Niagara College Innovation Centre was established to support small business development and to prepare graduates from its various programs for an entrepreneurial new economy in the Niagara Region.

Located at the St. Catharines Campus, this facility administers a number of entrepreneurial programs including the jobsOntario Community Enterprise program for economically disadvantaged persons. This particular program provides practical training, business guidance and start-up mentoring as well as referral to community-based loan funds. An entrepreneurs' network with more than 50 legal, financial, marketing and operations management professionals ensures that clients in all programs secure first-rate training and ongoing support.

In January, the centre offered a highly successful Business Opportunities for Women program followed by a March conference for Women in Business which drew an enthusiastic audience of 100 women eager to learn more about business enterprise formations .

With an eye for future niche markets and with plans to broaden the programming and services base, the Innovation Centre will offer additional programs including Environmental Enterprise Development, Home-Based Business and International Business Development.

As a measure of the success of the jobsOntario Community Enterprise Program, graduate Dave Gibson, the owner of an enterprising sports coaching training system, won the Micro-Entrepreneur-of-the-Year Award at the 1994 Ontario Community Economic Development Conference. Mr. Gibson is pictured here with Barbara Okanik, Business Development Officer, Community Enterprise Development Program. Photo: Thies Bogner.

Joint Ventures co-ordinated Niagara's participation in a project with Mohawk and Sheridan Colleges and the Canadian Manufacturers' Association - Central West Branch. The partnership's first initiative, a six-course Manufacturing Leadership Training program, was launched in the fall of 1993 at various campuses of the three colleges.

Niagara secured training contracts for the on-site delivery of course modules at Rich Products in Fort Erie, GenCorps in St. Catharines and has negotiated an extensive training schedule for supervisors from Atlas Specialty Steels in Welland. Block purchases of training from the Niagara Industrial Training Advisory Corporation (NITAC) opened the program to unemployed supervisors from the manufacturing sector. To date, 11 courses have been offered to more than 100 participants. Manufacturers in the Niagara Region continue to embrace a training culture leading to enhanced quality, efficiency and competitive success in the international marketplace.

A second partnership involving Durham, Fleming, Niagara and St. Clair Colleges, the University of Waterloo, the Canadian Manufacturers' Association and General Motors Canada was formed in July 1993 to address frontline supervisory training. This was geared predominantly to the automotive sector, leading to college level certificates and diplomas and, at the appropriate time in the future, to university level certification. Courses developed for this project began to be piloted among supervisors from General Motors plants from Ontario and Quebec in January, 1994. Each College assumed responsibility for developing a total of 24 state-of-the-art courses over the next two years. Local delivery of courses for General Motors workers in Niagara began in April, 1994.

Small businesses are critical to the wealth generating capacity and prosperity of Ontario communities. It is encouraging to report that more than 60 micro-enterprises have been launched as a result of the jobsOntario Community Enterprise program.

Marketing and Communications

OVER THE PAST FEW YEARS, MARKETING AND COMMUNICATIONS HAS EXPANDED ITS MENU OF SERVICES AND INCREASED ITS PRODUCTIVITY IN ITS EFFORT TO KEEP PACE WITH THE NEW INITIATIVES AND DIRECTIONS BEING PURSUED BY OTHER AREAS OF THE COLLEGE. STAFF PROVIDE SERVICE SUCH AS CONSULTATION REGARDING PROMOTION, MARKETING AND PUBLIC RELATIONS; ADVERTISING DESIGN AND MEDIA BUYING; GRAPHIC DESIGN AND DESKTOP PUBLISHING; RECRUITMENT AND COMMUNITY RELATIONS ACTIVITIES; MEDIA RELATIONS, SPECIAL EVENTS AND VIDEO PRODUCTION.

TRADITIONAL DOWN TIME FOR THE DEPARTMENT IS DISAPPEARING AS NIAGARA MOVES RAPIDLY INTO YEAR-ROUND OPERATIONS. SUMMER MONTHS ARE SPENT PRODUCING THE COLLEGE'S MAJOR POST-SECONDARY PUBLICATIONS, ADVERTISING AND PROMOTING SEPTEMBER PROGRAM STARTS, CONDUCTING TOURS AND HOLDING INFORMATION SESSIONS FOR PROSPECTIVE STUDENTS AND THEIR FAMILIES.

Marketing staff received praise from Queen's Park for organizing the major media conference held on April 8 at which Premier Bob Rae announced that Niagara College would receive $32-million in Provincial Funding to proceed with its Master Plan.

Major recruitment activities take place throughout the fall with visits to local secondary schools and through the College Information Program, a co-operative recruitment effort organized by college liaison officers across the system. Niagara made a major change to the format of its event held in November. For the first time, Discover College Day was held at the Welland Campus instead of at local high schools. More than 2,500 students, guidance and career counsellors and people from the community attended the trade fair style event featuring representatives from 15 colleges. An evening session at the Hospitality and Tourism Centre attracted students, their parents and many university graduates or people interested in retraining.

Two Connect With Niagara women's networking luncheons were held featuring College staff as presenters: Carol Boettcher, vice-president Student Life and Human Resources, spoke on Negotiating for Success; and Barbara Okanik from the Innovation Centre spoke about the Business Opportunities for Women program.

As Niagara College forms more partnerships and alliances with the community, the Marketing department is called upon more often to provide support for the resulting new programs and initiatives. Major commitments of time and resources were required to support the expansion of January start programs, the introduction of May starts, International Education and activities in the Ventures Division including jobsOntario Training, Business Opportunities for Women Conference, Access programs and more.

There are also more opportunities for internal partnerships to improve communication with our publics. One example is a joint project with the Registration Services department to produce new publications for first-year students: a "Congratulations, you've been accepted" brochure and a follow-up brochure featuring important information and dates.

Staffing was enhanced during the traditional academic year with Student Ambassadors, partially funded by the Work Study Program, who assisted by responding to the thousands of requests for more information, keeping databases up to date and leading tours for individuals and groups at the Welland Campus.

The department assisted with promotion and marketing for the Gaining the Edge Conference organized by the NRDC, HRDC and the College in February.

Above: Orientation Day activities at the Welland Campus organized by the College's Project Welcome Committee. Photo: Thies Bogner.

Our video production staff person took the lead role in televising the Blossom Festival Parade in Niagara Falls which is seen in more than 35 Canadian and U.S. cities coast to coast. He was assisted by students and staff in the Broadcasting - Radio, Television and Film program with co-ordinator Stu Black acting as co-host with CFRB's Carol Mott. The College has been providing this service to the Niagara Promotion Association for the past two decades.
Photo: Thies Bogner

Career Expo '94

STAFF WERE ACTIVELY INVOLVED IN CAREER EXPO '94 HELD IN MAY AT THE WELLAND ARENA, PROVIDING ADVERTISING DESIGN AND PLACEMENT ADVICE, MEDIA RELEASES AND ASSISTANCE WITH OTHER PROMOTIONAL MATERIALS. THIS EVENT WAS A MAJOR CO-OPERATIVE COMMUNITY EFFORT BY A 22-MEMBER STEERING COMMITTEE WITH REPRESENTATIVES FROM BUSINESS, INDUSTRY, ORGANIZATIONS AND EDUCATORS WHO DESIGNED THE TRADE FAIR TO BE OF INTEREST TO ANYONE CONCERNED ABOUT HIS OR HER CAREER AND THEIR FUTURE. SPONSORED BY THE GREATER WELLAND CHAMBER OF COMMERCE, THE EVENT WAS FUNDED BY HRDC AND FINANCIAL SUPPORT FROM THE COMMUNITY.

The June convocation ceremonies and annual awards night organized by Registration Services were videotaped by Marketing staff. A summer Seed Student handled the dubbing and distribution of copies to those who placed orders for these visual memories of this important milestone in their lives.

Discovering College

FOR THE FIRST TIME, DISCOVER COLLEGE DAY WAS HELD AT THE WELLAND CAMPUS INSTEAD OF AT LOCAL HIGH SCHOOLS. MORE THAN **2,500** STUDENTS, GUIDANCE AND CAREER COUNSELLORS AND PEOPLE FROM THE COMMUNITY ATTENDED THE TRADE FAIR STYLE EVENT FEATURING REPRESENTATIVES FROM **15** COLLEGES.

The College worked with Omni Media Productions Ltd., to produce an eight-minute video for staff considering relocation from Toronto to the new Ministry of Culture, Tourism and Recreation under construction in Niagara Falls. The video was shown to approximately 400 Ministry staff and their families as part of more than 20 day-trips run from May to September which included lunch and a Community Information Fair at the College's Hospitality and Tourism Centre in Niagara Falls. Marketing staff were on hand for all sessions.

SKILLS DEVELOPMENT

The Skills Development Division continues to be a critical component of our business and industry outreach activities, serving more than 500 clients annually. Customer service is an integral part of our day-to-day business and is directed by our internal Continuous Improvement Team.

Skills Development staff promoted and participated in the establishment of several key partnerships.

Niagara College's Training Investment programs partnered with Mohawk College, Sheridan College and the Canadian Manufacturers' Association (CMA) to produce five, OTAB-approved Strategic Training Solutions for Ontario manufacturers. The Leadership Skills Training Solutions include: continuous improvement, coaching, teams, supervisory and computer literacy and one elective.

Niagara College, with the cooperation of the Niagara Industrial Training Advisory Corporation (NITAC), OTAB, CMA, Mohawk and Sheridan Colleges, had great success in providing the Leadership Skills programs to various industries within the Niagara Region. The College, through this program, is meeting industry needs for upgrading supervisory skills and the demands of a changing workplace. The Manufacturing Leadership Skills program will soon be modified and expanded to the service sector.

Skills Development staff have also taken a leadership role in sectoral training initiatives.

The Niagara Regional Manufacturing Industry Network for Training was formed with the assistance of Ontario Skills Development Office (OSDO) staff and 12 of Niagara Falls' leading hospitality/tourism operations formed the Quality Service Steering Committee.

OSDO staff worked with Niagara's six pulp and paper product manufacturers to identify and address common training interests. Sectoral initiatives with the Canadian Steel Trade and Employment Congress (CSTEC) and the Ministerial Advisory Committee on Plastics (MACPLAST) have resulted in new opportunities.

Skills Development staff have worked with employers, employees and the unemployed to identify training needs and opportunities in the Niagara Region.

Having timely, accurate information is essential. Niagara College is a founding partner with HRDC of the highly successful Niagara Labour Market Information Network (NLMIN). Skills Development staff helped create this valuable resource to the community.

Working with local HRDC staff and NITAC, more than 70 short and long-term training programs for the under-employed and unemployed were delivered.

As the broker for jobsOntario Training, Niagara College by June, 1994 helped 700 people get back to work and provided employers with funds to train these new employees. Minister Cooke visited our operation and met jobsOntario Training participants and employers.

Staff provided information about our services throughout Niagara in a variety of ways. OSDO staff presented a series of seminars on government funding programs to more than 250 Chamber of Commerce members in the Region, as well as to 50 women entrepreneurs. jobsOntario Training staff hosted more than 75 information sessions and presentations to community groups and the public. In addition, cable TV presentations and co-sponsorship of employer-based forums such as Gaining the Edge and the Networking Forum were undertaken.

Skills Development has formed an internal working group with Ontario Public Service Employee Union (OPSEU) members to discuss and prepare for the implementation of a Local Training and Adjustment Board (LTAB).

New working relationships have been formed with the local labour councils and the Labour Studies certificate program will continue to be offered as a co-operative effort among the councils and the College.

MPP Margaret Harrington visited Cascade Printing in Niagara Falls where several new positions, made possible through the Niagara College/jobsOntario programs, are contributing to the company's continued growth and success. From left to right, Maria Canham, Niagara College; Geoff Rose, owner of Cascade Printing; Colleen Garrett, JOT press operator; Margaret Harrington, MPP Niagara Falls; Jane Murphy, JOT employee. Photo: Thies Bogner.

As the broker for jobsOntario Training, Niagara College by June, 1994 helped 700 people get back to work and provided employers with funds to train these new employees.

700

Technical Skills Training

Technical Skills staff continue to develop and deliver innovative training programs to help individuals on unemployment insurance and/or social assistance to learn new skills.

In co-operation with HRDC, a number of programs were delivered.

Sixteen students graduated from a 28-week Multi-Skill for Industrial Trades training program. Many went on to find full-time employment in woodworking, construction, mechanics and machining.

An 18-week Computerized Numerical Control (CNC) training program for machinists was launched to meet the growing need for traditionally-trained machinists to know more about the latest machine tool technology. Partners in this initiative included General Motors and the Canadian Auto Workers Labour Adjustment Committee.

A three-week Blueprint Reading course for bricklayers helped unemployed tradesmen/women to learn how to interpret metric measurements, dimensions and views. Partners in this training program included Local 4 of International Union of Bricklayers and Allied Craftsmen and the Ontario Masonry Training Centre.

An 11-week Advanced Robotics for Construction Millwrights training program helped construction millwrights learn about hydraulics, pneumatics and robotics. The College partnered with Local 1007 Millwrights and Machine Erectors.

A 38-week Heavy Duty Equipment program introduced 20 participants to the Motive Power Trades. This program was designed to meet OTAB Apprenticeship requirements for Common Core Basic Training for motor vehicle mechanic, truck and coach mechanic, heavy duty mechanic, forklift mechanic and farm equipment mechanic.

Technical Skills continued to establish training partnerships with General Motors, Procter and Gamble, St. Lawrence Seaway Authority and Atlas Specialty Steels, all of which are investing in new and emerging technical courses.

Thirty-six skilled precision metal machine tradesmen/women employed at General Motors attended a four-week course in turning, print reading, electric discharge machine, computerized numerical machine and gear cutting. Eighty employed GM construction workers received Safety in Rigging training. Thanks to the Construction Safety Association of Ontario (CSAO), all the successful rigging participants received CSAO certificates. Seventy machine repairmen/women took a three-day course in hydraulics and lubrication.

After a competitive bidding process, Niagara College was the successful training delivery agent for Procter and Gamble's 10-week Intermediate Process Operator program. Individuals learned how to maintain, service and repair a variety of production lines.

The St. Lawrence Seaway Authority continued to send 22 employees for training in welding, materials and fasteners, and bearings and seals.

Atlas Specialty Steels completed its Phase III with 50 skilled workers being trained in instrumentation, welding, rigging, mechanical, pipefitting, blueprint reading and layout, and specialized welding.

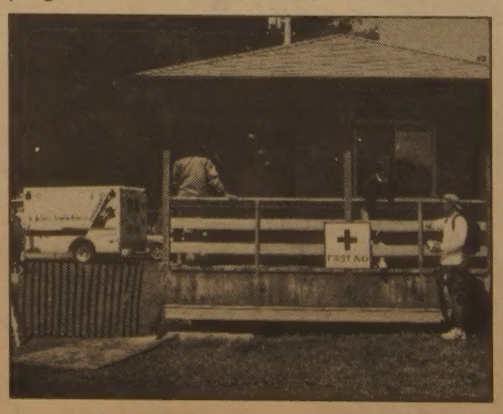
Technical Skills continued to maintain a training partnership with the local paper mills to deliver training in pipefitting, welding and millwrighting.

Apprenticeship is a form of employer-based training with a strong track record at Niagara College. The delivery system involves the on-the-job, the in-school and the local Apprenticeship Office. Our graduates of the training program receive certification in the form of a Certificate of Apprenticeship, and in some cases a Certificate of Qualification, as well as a Niagara College Certificate.

The College's Motive Power Trades staff led in the development of two OTAB Apprenticeship projects: Automotive Painter In-School curriculum and a computerized test for Motive Power Common Core (Year 1).

They also delivered a number of training programs in co-operation with the Canadian Automotive Repair and Service (CARS) Council. Specifically, Midas Muffler training included anti-lock brake systems, and Canadian Tire training included air bag inflation and anti-lock brake systems.

Motive Power Trades trained 210 journeymen/women from the automotive trade in the handling of chlorofluorocarbons (CFC's). Thanks to the Heating Refrigeration and Air Conditioning Institute (HRAI) in partnership with the Refrigeration Service Engineers Society (RSES), Environment Canada, the Ontario Ministry of the Environment and Energy, all successful participants receive an Ozone Depletion Prevention Card.



In co-operation with the Council of Ontario Construction Association, the College trained 18 target members to help enter the construction trades. Participants constructed a new Medical Centre on Henley Island in partnership with the Canadian Henley Rowing Corporation.

Photo: Thies Bogner

NIAGARA COLLEGE HAS RECEIVED PROVINCIAL AND NATIONAL RECOGNITION FOR ESTABLISHING A NEW APPRENTICESHIP PROGRAM - POOL AND SPA INSTALLATION AND SERVICE TECHNICIAN. IT IS A GOOD EXAMPLE OF OUR RESPONSE TO THE NEED OF A GROWING INDUSTRY WHICH WANTS TO ESTABLISH HIGH QUALITY AND SERVICE THROUGH STANDARDIZED TRAINING.

OTHER AREAS OF NEW AND EXPANDED APPRENTICESHIP TRAINING INCLUDE: HAIRSTYLIST, ARBORIST, ADVANCED TRANSMISSION MECHANIC AND ADVANCED AUTOBODY REPAIRER.

The Centre for Environmental Training

The Centre's first full-time post-diploma program, Environmental Management, was launched with a class of 28 students from colleges and universities across Ontario. Graduates of the program have either moved into full-time employment or participated in the work internship component of the program in May. In addition, this innovative program was offered to students as a January start and was available in a Continuing Education format.

Programs also evolved in the adult training field with a second offering of Waste Management Co-ordinator, delivered in partnership with NITAC. The Centre provided training for unemployed workers in Environmental Technical Preparation and Environment Health and Safety in partnership with HRDC. This unique program combined environment skills with health and safety competencies for graduates to be able to assist employers in both fields. A proposal to offer a new Environment Health and Safety cooperative, two-year diploma program was forwarded to the Ministry of Education and Training for approval.

A new program, Environment Management Systems was launched in December, 1993 to train managers from business and industry in environmental performance and management skills. This program, which was offered one day per week, proved to be the catalyst for industry participants to set up the Niagara Business for Sustainable Development Task Force. This task force, under the auspices of the Niagara Region Development Corporation (NRDC), is focused on economic development for the Niagara Region within the framework of environmental responsibility and community action.

Staff at the centre are directly involved in training and environmental initiatives at the regional, provincial and national levels and senior staff have made presentations at provincial and national conferences. The College, through the Centre, is now an active member of the Canadian Council for Human Resources in the Environment Industry which provides leadership in environmental education and training across Canada, as well as setting national standards for curriculum and certification of environmental personnel.

During its third year of operation, The Centre for Environmental Training achieved significant growth in both adult and full-time post secondary program areas. The Centre also established itself internationally with a major contract for environmental training development in Thailand.

Niagara College, in partnership with Brock University, Burapha University, Chachoengsao Rajabhat Institute, and Rambhai Barni College, is developing a Centre for Industrial and Environmental Training at Burapha University in Thailand. The Niagara/Brock collaboration won an international competition to meet the unique training needs of Thailand.

Officially launched in April, the project includes a number of human resource development activities over a four-year period to 1998. Sponsored by the Canadian International Development Agency (CIDA), it is comprised of five components: industrial environmental training, an annual international conference on sustainable development, environmental quality management, industrial skills for women and integrated waste management for municipalities.

Niagara College was named one of the trustees to oversee the operations of a re-organized Ontario Environmental Training Consortium (OETC) which represents all 25 colleges in Ontario for environmental training initiatives, particularly as required by the Ministry of Environment and Energy.

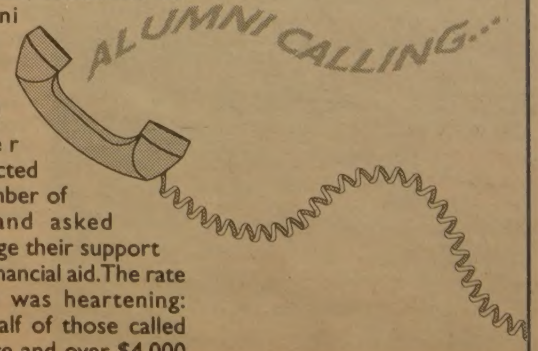
Niagara College Foundation

The Foundation, the fund-raising arm of Niagara College, started the preliminary planning necessary for a Capital Campaign to provide financial support for the implementation of the College's Master Plan. Preparation for the campaign reached a climax soon after Premier Bob Rae's April 8, 1994 visit and announcement of the Province's $32-million grant to the College.

A flexible campaign plan received its final touches before being sent to both the Foundation's Board of Directors and the College's Board of Governors. Both of these bodies unanimously approved the plan, noting with satisfaction the growing volunteer leadership base that has been attracted to the College's cause as a result of many months of corporate visitations by the College's president and the Foundation's CEO. They were also pleased by the "case statement" that enumerated the many benefits arising from the College's presence and economic impact in the Niagara Peninsula.

The coming year promises to be a particularly exciting one for the Foundation and the College, as a full-blown Capital Campaign gets rolling led by a Cabinet composed of some of the Peninsula's leading citizens, many associated with the College for the first time ever. The next Annual Report to the Minister will contain a number of encouraging announcements regarding the campaign's success and the striking level of financial support received from the College's partners in the community.

The Alumni Office, a part of the Foundation, conducted its first Alumni Phonathon on a trial basis. A handful of volunteer callers contacted a limited number of graduates and asked them to pledge their support for student financial aid. The rate of response was heartening: more than half of those called made a pledge and over $4,000 was collected. Plans are underway to continue the phonathon for a second year.



ALUMNIAGARA, the newsletter for our graduates, entered its third year of publication. Two issues were mailed out, and the response to each showed that the College was doing a better job than ever before in communicating with alumni, writing about their successes, and engaging their interest in College doings.

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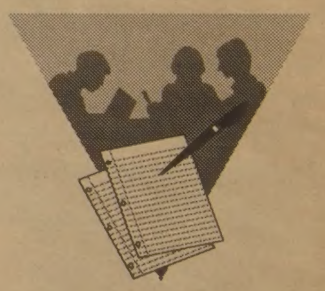
College System Issues



THE POST-SECONDARY FUNDING SYSTEM HAS SERVED THE PEOPLE OF THE PROVINCE OF ONTARIO WELL BY PROVIDING VIRTUALLY OPEN ACCESS IN SPITE OF REDUCED OVERALL LEVELS OF GRANTS. THE COLLEGES AND THE MINISTRY OF EDUCATION AND TRAINING NOW NEED TO WORK TOGETHER TO ENSURE THAT CONTINUING OPPORTUNITIES FOR ACCESS DO NOT OVERRIDE A REASONABLE LEVEL OF QUALITY IN OUR PROGRAMS AND COURSES.

THE COLLEGES OF ONTARIO MUST STRENGTHEN THEIR EFFORT TO RATIONALIZE PROGRAMS AND SERVICES. REDUCED LEVELS OF PUBLIC FUNDING CAN NO LONGER TOLERATE SMALL, INEFFICIENT COURSES AND PROGRAMS OR NON-STRATEGIC DUPLICATION OR COMPETITIVENESS. RATIONALIZATION WILL PERMIT COLLEGES TO CONCENTRATE THEIR ENERGIES AND RESOURCES AND CREATE CENTRES OF EXCELLENCE IN PROGRAM AREAS WHERE THEY HAVE ABOVE-AVERAGE EXPERTISE AND RESOURCES.

New child care centre offers custom design and efficiency

A new 8,900 square foot child care centre is under construction at Niagara College and will have space for 85 children, aged three months to five years old. Cubby holes, custom-designed mill work and child-sized activity areas are all part of its up-to-date, efficient design.

Ground was broken in late January for the centre which will be located at the Welland Campus near the wooded lot west of Hennepin Hall. Designed by the Hamilton-based architectural firm Moffat and Kinoshita, the new centre will offer a comfortable and well-designed setting with easy access and designated parking spaces to ensure a safe drop off area away from traffic for children. "The new centre will provide a better environment for the children and for our students and staff," said Hans van der Slagt, vice-president of Administration. "This is a terrific opportunity to serve our clients better."

Also slated to be housed in the new centre is Welland Preschool Services, which is under the umbrella of the Welland District Association for Community Living. It is now located in a portable adjacent to the existing child care centre.

A proposal for capital funding from the Ministry of Community and Social Services put the wheels in motion for a new centre, according to Sandy Fox, manager of Ancillary Services at Niagara College. Expansion plans also recommended that the present centre be replaced with one in a more visible and accessible location.

The child care centre serves as a laboratory setting for learners in the college's Early Childhood Education program. "This is a demonstration lab and our community looks to us for guidance about how a child care centre should be operating," said Mr. van der Slagt. Funding for the new centre is through the Jobs Ontario Capital program.

The announcement was welcome news to the Niagara College community. More than half the children enrolled at the centre have parents at the college.

An enthusistic team of children (and future Niagara College students?) assist President John Saso in the ground breaking for the new child care centre at the Welland Campus in January. Photo: Thies Bogner.

Niagara College and Welland Transit are in the loop

For many students without a car in the Niagara Region, just getting to their college or university classes is the most difficult challenge they face.

In recent years officials from Brock University and Niagara College have realized the need for an interconnecting public transit system to accommodate students from Niagara Falls, St. Catharines, Thorold and Welland. For some time, the St. Catharines Bullet and the Niagara Falls Rapid have been making regular stops at Brock University.

The challenge was to integrate Niagara College and the Welland Transit System into the loop.

To accomplish this, Alan Pedler, director, Administrative Services of Brock University and Lou DiMattio, assistant to Niagara College's director of Student Life and Success met with representatives from the Niagara Region's four major transit systems.

It was quickly determined at this meeting that, not only would an interconnecting service help students, but it would create a valuable service to the general community. Schedules were worked out and a special licence from the Ontario Transport Board was acquired by Charles Stolte, superintendent of Welland Transit, to allow Welland's buses to venture outside the city.

The Connections system went into effect in September of 1994 and was an immediate success with the Niagara College/Welland section recording more than 140 riders per day. Welland buses make five trips a day stopping at the college campus before proceeding to Brock, which acts as the hub of the interconnecting service.

"With five departure and arrival times during the day, students have the flexibility to come and go to the college according to their own personal schedule," said Ms. DiMattio. "Under the old busing system at the college, students were committed to arriving early in the morning and staying till late in the day."

The full Connections service runs during the day from Monday to Friday and commuters have the option to either pay as they go or purchase block passes from Welland Transit, Brock University or the Niagara College Student Centre.

"With the new Connections service, we have accomplished not only a major impact on public transit in the Niagara corridor, but also a service unique in the province of Ontario," said Mr. Pedler.

Ms. DiMattio said she expects to see improvements and expansion of the system over the next few years.

Visit our campus dental clinic

The Niagara College Dental Clinic is now open and offers a variety of services to the general community. Limited appointments are available to adults and children from January to June.

The appointment lasts about three hours and includes a complete dental examination and radiographs as required, a thorough cleaning (scaling), polishing of teeth and fluoride treatment. Adult clients are charged $10 for these services but they are free for children aged six to 16.

Brief screening examinations may be required for adult clients to assess dental hygiene classification. After the examination, which is provided at no cost, the client will receive a policy letter indicating the estimated treatment cost and an appointment schedule.

Restorations and minor surgery are performed in the restorative clinic, which operates Wednesdays from January to April. Appointments usually last one hour and a cost estimated is provided. Other services such as pit and fissure sealants and mouthguards may be scheduled as required for a nominal fee.

The Niagara College Dental Clinic is located on the third floor of the Simcoe building at the Welland campus. It is staffed by area dentists who are assisted by learners in the Dental Assistant and Dental Hygiene programs. *For appointments, please call* (905) 735-2211, 384-9760, 382-2383, ext. 7758.

Residence ready for Fall '95

Work is underway on the construction of a new student residence which will allow full-time students to live on campus for the first time at Niagara College.

The residence will be located in the north-east corner of the campus along First Ave. A total of 200 students will share 100 rooms in the two-storey building, with two students per room. Rooms will be generously-sized suites with separate study and food preparation areas and washroom facilities.

"This long-awaited residence will enhance our students' opportunities for success since it provides private space for them as well as locating them close to student success amenities such as our Learning Resource Centre, lab and computer facilities," said college President John Saso.

The residence is a joint development project between the Armenti Brothers Contractors/Developers of Port Colborne and Russell Associates Inc. of Fonthill, and resulted from a college request for proposals from private developers. It will be built on land leased from the college but otherwise will be financed and managed by the developers. Niagara College will obtain outright ownership of the residence in 30 years.

Ed Russell of Russell Associates Inc. is excited to be a part of the project. "I've been involved in joint ventures before, but not of this size," he said. "The economic trade-off makes for a sound return for the students, the college and our firm."

A committee composed of the developers and college representatives will work together to ensure that the new residence will meet student needs. "The residence has created considerable interest among current and prospective students who look forward to living within a few hundred meters of their classrooms and other college facilities," said Hans van der Slagt, vice-president, Administration. "We expect it to attract new students as well as to add to the quality of student life on campus."

The residence is scheduled for completion in time for the September 1995 student intake.

Are you a Niagara College graduate?

If you are one of our more than 25,000 graduates, then we want to make sure you know about the Niagara College Alumni Association.

There is no charge to join and it is an excellent way to keep in touch with the college and your former classmates.

We recently distributed the latest edition of the AlumNiagara newsletter. If you did not receive a copy, then please contact us and we'll add you to our mailing list for future issues.

Contact Larry Coté or Martha Gleddie at the Niagara College Alumni Association, (905) 988-5211 or fax (905) 641-2611.

Officers of the College

Continued from N-Compass 2, inside front cover.

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L2M 7W7
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FAX: (905) 641-2611

Connect with the world at college

Although the term, "global village" is somewhat overused in this age of information technology, it nevertheless fits Beth Weldon's vision of the world perfectly. As director of Management Information Services (MIS) at Niagara College, it is up to Ms. Weldon to ensure that the college is not only able to meet the demands and needs of its techno-literate staff and students, it should also be one of the high points on that information highway we've been hearing so much about. And, with her finger on the pulse of the college and her eyes fixed firmly on the future, Ms. Weldon is more than equal to the task.

Laura Van Clieaf of Management Information Services demonstrates the equipment that learners enrolled in the Call Centre Operator/Management program will be trained to operate.

"The world is now like a big open book," she says. "People with the know-how and the hardware can skip through the pages of that book, stopping and learning about whatever areas interest them at that time. With access to everything the world has to offer becoming easier and easier, the college has to become a part of that book."

But keeping up with the pack on the information highway is a challenge in this era of funding challeges and social contracts. "We recognize that the needs of learners and teachers are changing," she continues. "Technology is moving forward and we must provide access to that technology. But Niagara College must arrive in the future economically."

Two college groups mobilized to identify areas where technology should be updated to benefit learners. The New Educational Approaches Team (NEAT) is composed of teachers, technical support people and their colleagues, while the Information Instructional Technology (ITT) committee is comprised of college senior staff. Their recommendations were incorporated into an application to the Canada/Ontario Infrastructure Works Program, the federal government's job creation program. The college's share of the funding is financing the construction and upgrading of a fibre optic network throughout all campuses. As a result, Niagara College will connect with the Niagara area and the world through a network integrating graphics, imaging, voice, sound, full-motion video and data.

The college community can "surf the net" now, but the data can be accessed on a text basis only, according to Ms. Weldon. People from far away, exotic locations like Hawaii, Europe, Australia and Israel are dialing into the college now to see what it has to offer, but the infrastructure upgrade will allow the information to be presented in a more exciting format.

Existing microcomputers and terminals connected to the college mainframe computer will also be upgraded to reflect new technologies, according to Laura Van Clieaf of MIS, who is managing the infrastructure project. All computer labs and some classrooms will be networked, and three classrooms will provide full multimedia capabilities.

The college telephone system will also be upgraded and modernized to improve customer service. Improvements to the way data is transmitted over the phone lines means that new services can be offered, and telephone registration for continuing education courses will begin in the Fall '95 term.

***Beth Weldon** has an Associate Degree in Music Pedagogy, an Honours B. A. in English and History, and has been in the computer "game" since the 1960s. She has seen the industry move from punched cards to the Internet and has accumulated a wealth of experience and knowledge. She says "this world of automation and communications will always amaze and challenge me".*

New courses and programs are also being developed to take advantage of the infrastructure improvements. Interactive Multimedia is a post-diploma program which will utilize the new classroom facilities and Call Centre Operator/Management ties in with the telephone system upgrades.

As far as Ms. Weldon is concerned, the doors opened by the infrastructure improvements are limitless. The college Learning Resource Centre will soon be on-line, which means anyone with a modem and computer can access its contents around the clock. She also envisions information kiosks with touchscreen capabilities, similar to those presently in use by some banks, replacing the bulletin boards and display windows in malls and public schools as a means of introducing Niagara College to the general public.

A new trend in education is alternative curriculum delivery, and the college will be able to offer more of it once the infrastructure changes are complete. People who would like to study at Niagara College, but are unable to because of limiting factors like geographic distance, will be able to access some course content through Internet. They will be able to communicate with instructors and hand in assignments by modem.

While this may sound like a "hands-off" method of completing a college program, to people who are unable to come to college because of physical disabilities, it opens a new world of possibilities.

"Many of us take the ability to attend college, with all of its challenges and new experiences for granted," says Ms. Weldon. But for people with special needs, access to college curriculum through computer modem may be their only opportunity to further their education. And shouldn't everyone have that chance?"

Beth Weldon can be reached at:
(905) 735-2211 / 384-9760 / 382-2383, ext 7645.
Fax (905) 735-7669.
Internet:
bweldon@lundy.niagarac.on.ca

Centre for Advanced Studies ▶ New Programs for the New Economy!

Business Enterprise Development

Post-diploma, 2 semesters

Location: Welland Campus

Small business and self-employment represent the fastest growing sector of the Canadian economy. Nurses, educators, accountants, tradespeople and technicians are among the many entrepreneurs creating new ventures and carving out their own career opportunities.

Special features of this program make it uniquely flexible and student-oriented to provide small business training and entrepreneurial skills development.

✱ ***$1,000 worth of consulting services is offered to the graduate with the best business plan by the Federal Business Development Bank (FBDB).***

Career Opportunities may include small manufacturing, professional consulting, retail, mail order business and service industries.

Network Administrator

Post-diploma, 2 semesters

Location: Welland Campus

This program responds to the need the business sector has identified for employees who can bring the right combination of business administration practice and skills, and computer technology applications, particularly as it relates to Local Area Networks (LANS). Graduates can expect to make significant contribution to small and medium-sized businesses by enhancing productivity and communications, and thereby assisting in the making of strategic business decisions.

Career Opportunities may include network administrator, computer communications expert.

Cultural Resources Management

Post-diploma, 2 semesters

Location: Welland Historical Museum

This program will provide specialized training for skilled support staff in museums, art galleries, archives, and other education, government, heritage and conservation facilities. Delivery will be in three or four-week modules so you can still keep your job. Graduates will bring practical skills to the cultural workplace in these general curriculum areas: collections, educational programming, public relations and administration/operations.

Career Opportunities may include gallery assistant, museum assistant, assistant education officer/education officer, technical curatorial assistant, assistant public relations officer/ marketing officer in a cultural setting.

Library Computer Network Specialist

Post-diploma, 2 semesters

Location: Welland Campus

Applicants must be graduates from a college Library Techniques or Technician diploma/ certificate program; or graduates from a Library Science degree program; or have at least five years' experience in a library and/or be currently employed in an automated library.

This program will provide new and experienced library workers with the skills necessary to perform both administrative and client services in an automated, networked library. Library workers can achieve recognized proficiencies in the new technologies associated with integrated networks, electronic archival and retrieval systems, and multimedia applications.

Career Opportunities may include systems librarian, library systems assistant, library system manager, library computer specialist.

Interactive Multimedia

Post-diploma, 2 semesters

Location: Welland Campus

Applicants should be graduates from a college or university in a related field such as Broadcasting-Radio, Television and Film, Visual and Creative Arts-Design, Journalism-Print, Marketing, Computer Programmer, Information Systems (or the equivalent).

To respond to the increased demand for multimedia services, this program will provide specialized training to those who are able to develop and create various types of multimedia presentations ranging from simple slide presentations through to complex interactive programs.

Career Opportunities: graduates of this program will be qualified to work for multimedia production facilities, video-post-production, cable television, newspapers, ad agencies, educational institutions, health care facilities, business and industry, recreation and tourism; and as private trainers.

POST-SECONDARY PROGRAM

Applicants must have an Ontario Secondary School Diploma (OSSD) at the general level or equivalent.

CALL CENTRE Operator/Management

Post-secondary Certificate/Diploma

Certificate: 1 year , Diploma: 2 years

Location: Welland Campus

The growth of business service "call centres" and telemarketing operations has been exceptional in the opportunities being created and in the diversity of applications in marketing, customer service and sales within business environments.

Career Opportunities may include customer service representatives, marketers of products and services, reservations clerks in world wide hotel chains, airline and railway sectors, account services representatives with utilities companies, customer service agents for insurance, banking and credit agencies, telemarketing researchers and public opinion data collectors, catalogue and direct mail retailers, government information specialists, canvassers and customer service opinion samplers.

Call for Information:

BUSINESS ENTERPRISE DEVELOPMENT
(905) 684-4315, ext. 2450

NETWORK ADMINISTRATOR
(905) 735-2211, ext. 7639

CULTURAL RESOURCES MANAGEMENT
(905) 735-2211, ext. 7742

LIBRARY COMPUTER NETWORK SPECIALIST
(905) 735-2211, ext. 7742

INTERACTIVE MULTIMEDIA
(905) 735-2211, ext. 7673

CALL CENTRE OPERATOR/ MANAGEMENT
(905) 735-2211, ext. 7455

Classes Start Feb. 27

For more information about Admissions:
(905) 735-2211, 384-9760, 382-2383 *ext. 7618.*
For specific program information: call appropriate extension listed above.

To be accepted into post-diploma programs, applicants must have a college diploma, university degree or relevant career experience.

All programs are offered pending Ministry approval.

NIAGARA COLLEGE CANADA

NIAGARA COLLEGE